



80%

Time spent on the operations and
maintenance of applications



20%

Time spent on innovation





Powering public sector innovation using the AWS Cloud

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Amazon Web Services

Public Sector has never been more important



24 weather/climate disaster events causing 253 deaths and \$57 billion in damage



More than 8 million migrants will be living in US soon
(167 percent increase in five years)



From May 2020 –present there have been 4,446 protests in cities worldwide with 45 people killed, over 14,000 arrested, and billions in damages



Challenges we are hearing from public sector customers



Demand for government services is rising while resources and capacity to deliver them **aren't keeping pace**



Citizens increasingly expect the government to **provide modern digital experiences** for conducting online transactions



Aging infrastructure for data capture, storage, and management **creates friction** for leveraging data for analytics and machine learning



Complex security, privacy, and compliance requirements create barriers to change and block adoption of many SaaS solutions



Risk averse culture and institutional inertia slow innovation

Average realized benefits

20%

**Infrastructure cost
reduction**
per year, over
six years

29%

**Staff
productivity**
improvement

43%

Agility increase
delivering new
features



“An effective cloud strategy can improve operational efficiency and make data an invaluable asset.”

By making 10 percent more data accessible, a typical Fortune 1000 company will see a **\$65 million increase** in net income.¹

415%
five-year ROI²

48%
reduced total cost of operations²

How governments are currently using the Amazon Web Services Cloud

New Jersey Courts System



“What previously would have taken us months, we can now knock out over a weekend and complete testing and piloting over the next week. Our transition and continued investment in the cloud gives us a much more modern system on which we can build for the future.”

—Jack McCarthy, CIO, New Jersey Courts

Migrated 40 key applications to AWS



26,000 virtual court events
with **217,000** participants
facilitated from March 2020 to
December 2020



99 percent of staff able
to work from home



Turnaround time for
select tasks reduced from
six months to **6 days**



Launched its Judiciary
Electronic Document System
(JEDS) on AWS in just
two days





State of Utah Department of Workforce Services modernized their IE application leveraging internal resources

CHALLENGE

By the time Utah's legacy integrated eligibility system went live, the state had already determined the monolithic and costly system did not meet their needs for a flexible and cost efficient solution. Making any system changes took too much time and limited operational improvements and compliance. They needed to modernize in order to better support both internal and external end users and to reduce costs.

SOLUTION

The State was able to move from a monolithic system to a highly decoupled domain service architecture. This has afforded them greater technical flexibility and worker efficiency, and so far the state has saved \$8M. The State did this work themselves, and are the only state in the country to build an integrated eligibility system without a systems integrator.

“If I need to implement changes in the next 30 days, I can do it in 3. What I could develop in 100 hours in our legacy platform I can do in 10 on AWS .There's flexibility.”

Mahmood Lebbai

Chief Technology and Product Architect, Utah Department of Technology Service



Turn data into wisdom

“ It’s been a **great accomplishment to look back and see that something that was a large — and pretty overwhelming — idea has come together and is helping us make progress toward our larger goals. ”**

Doug Glaze, Chief Technology Officer,
Maryville University



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TURN DATA
INTO WISDOM



Cloud accelerates innovation



Cloud enables organizations to be data driven

View data as an
organizational asset

No longer kept in silos
or as the property of
individual departments

Improve operational
efficiency

Data must be
accessible

Available easily and securely
to anyone who needs access
to it

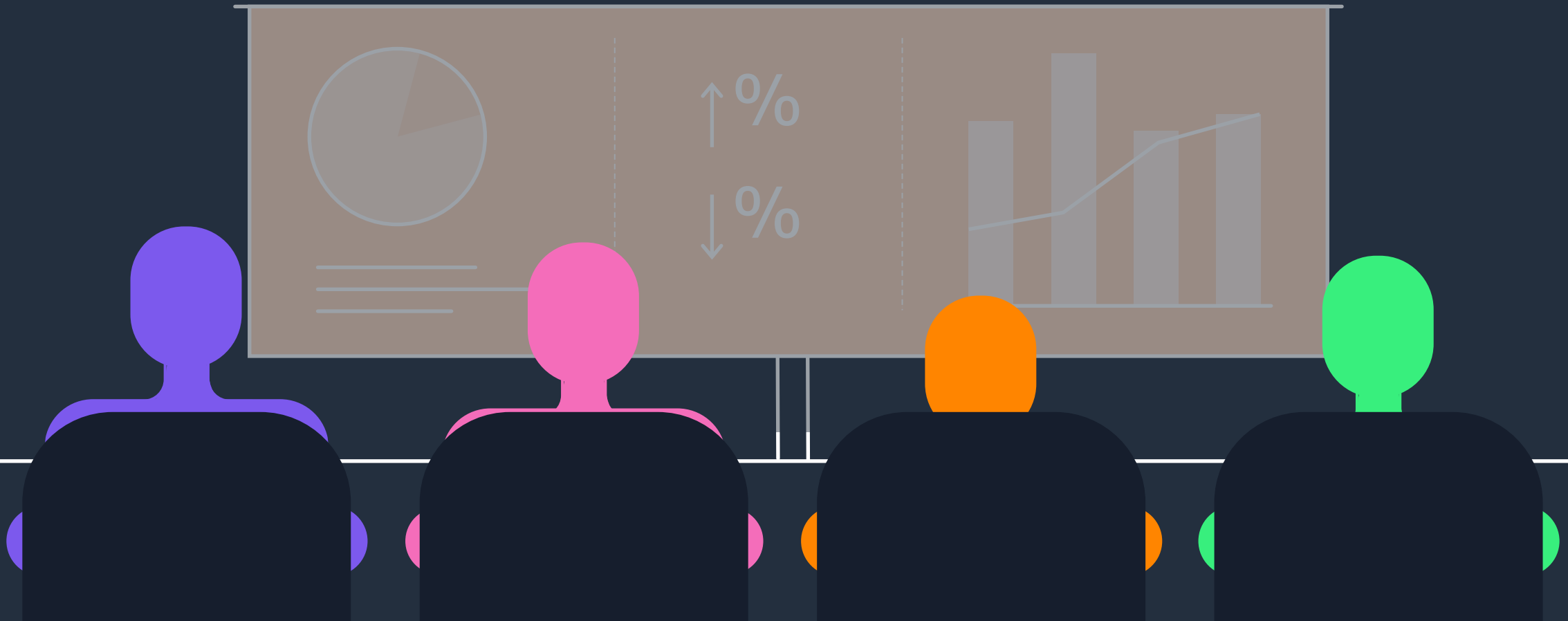
Make more informed
decisions

Put data
to work

Use in analytics and ML to
make better decisions,
create efficiencies, and
drive new innovations

Accelerate
innovation

Does your leadership understand and support the “why?”



Understand your compelling “why?”



Delivery speed improvement



Time-driven data center exit



Aging legacy systems



Demand for e-services



Reduce technical debt



Cost reduction



Moving to multi-tenancy SaaS



Licensing cost reduction



Enabling gen AI solutions



Scalability improvements



Security improvements



Availability improvements



Moving to data-driven business



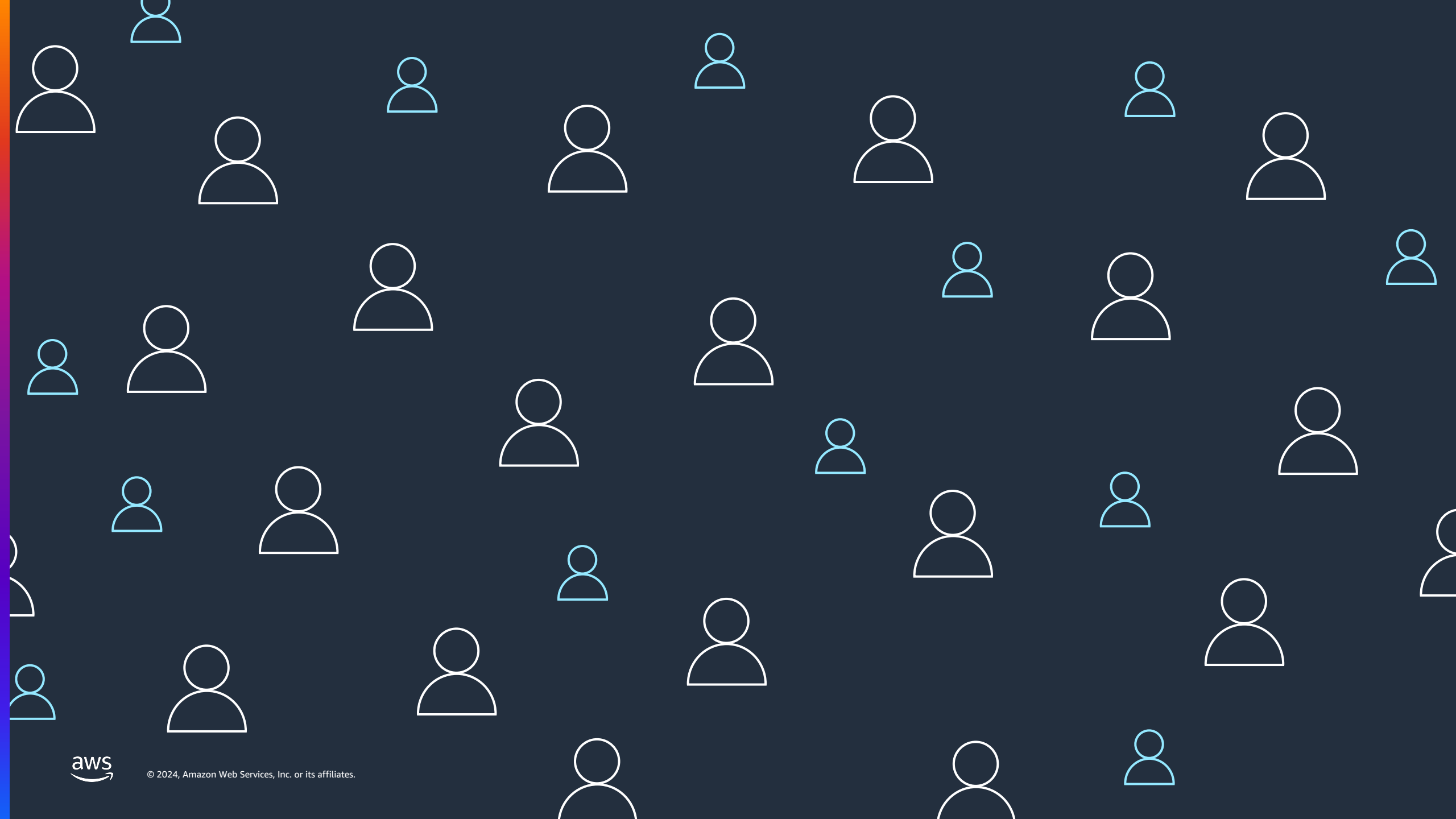
Changing contact center technology



Sustainability improvements



All of the above!!

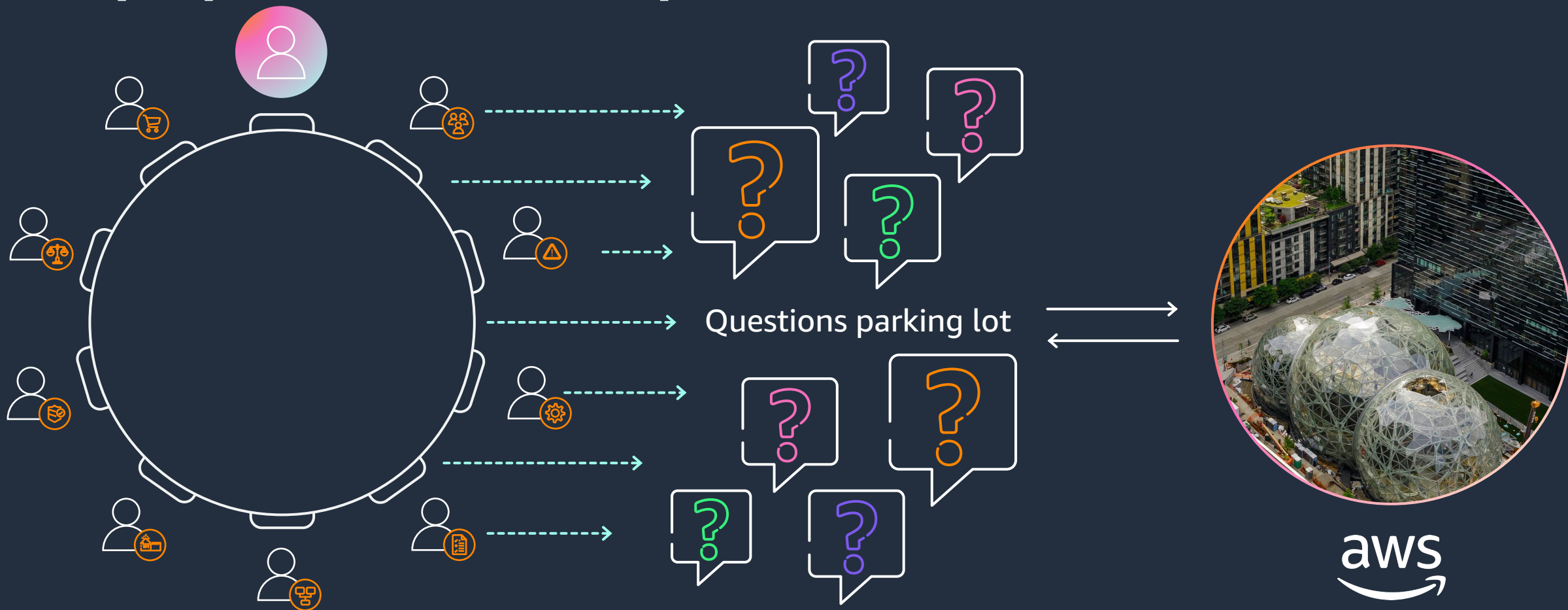


Who is your single-threaded leader?

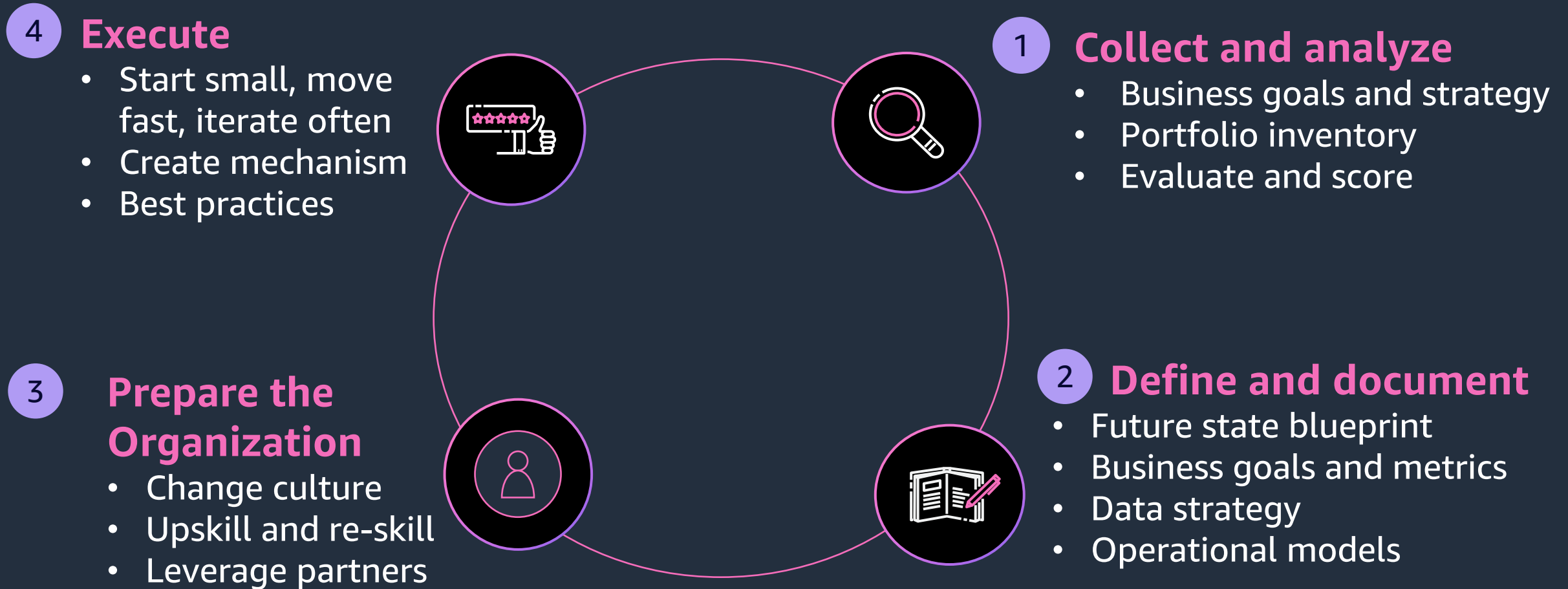


 **"Owner of business case"**

Be prepared to answer questions



Phases of innovation and modernization



Phase 1: Collect and analyze

Collect

Usage: Users and frequency of usage

Criticality to business process

Technology complexity, age, scalability, and reliability

Evaluate

Duplication of capability

Total cost of ownership

Technical viability

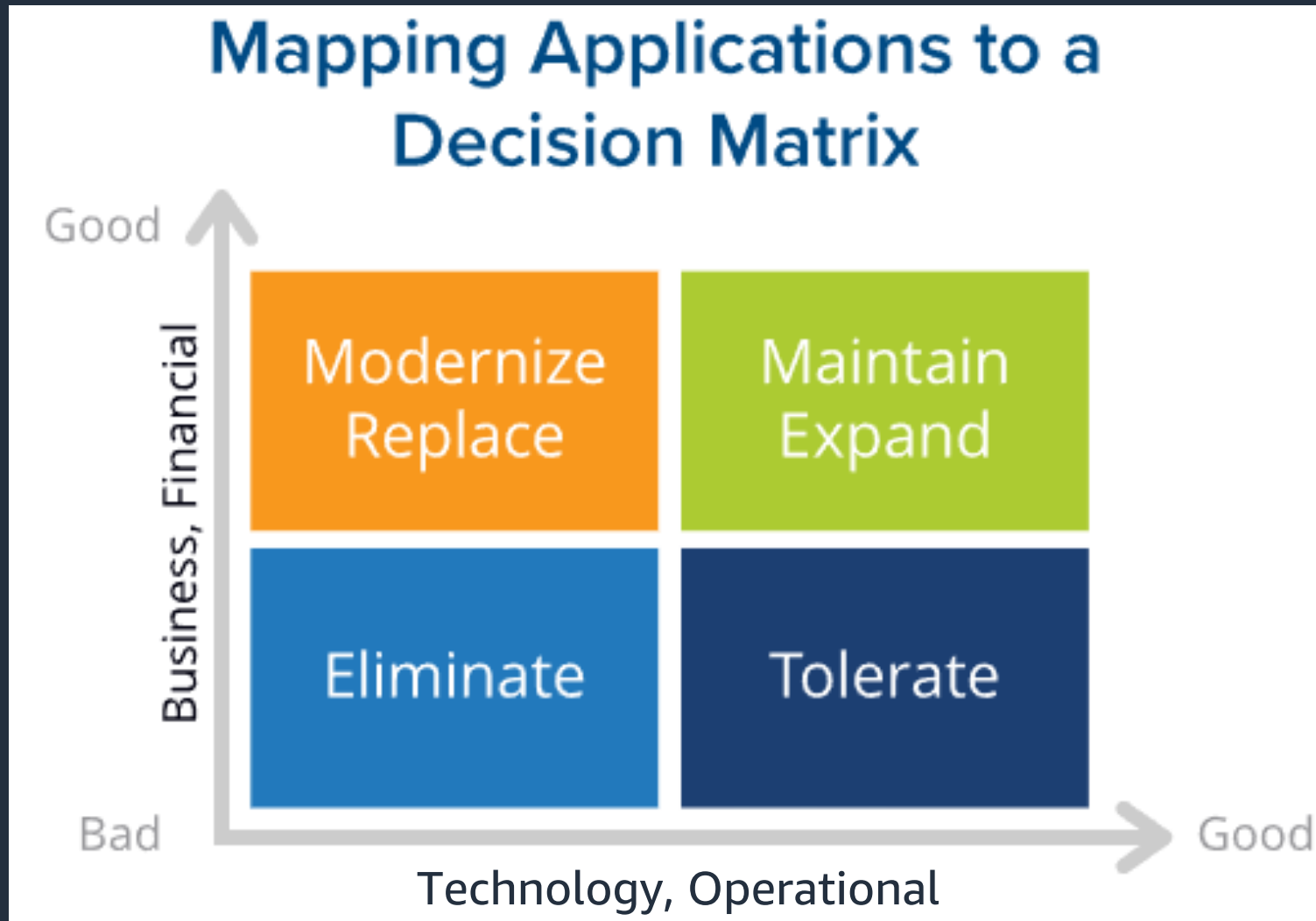
Score

Create a scoring methodology and score team

Plot onto 2x2 matrix

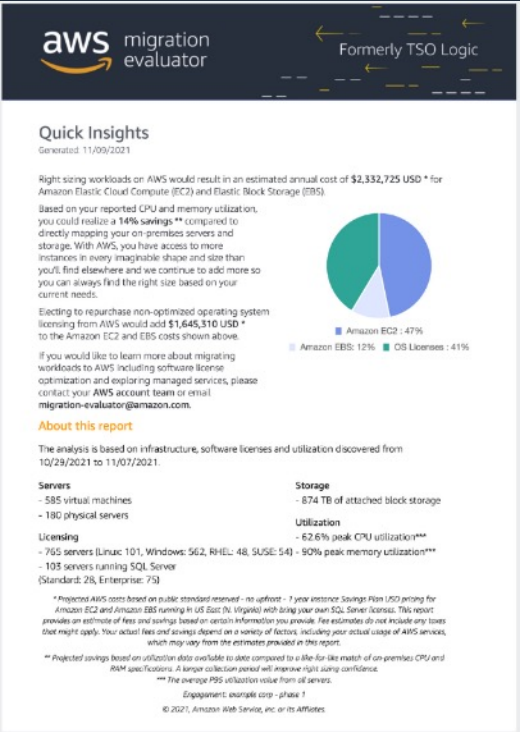
Determine actions

Evaluate and score

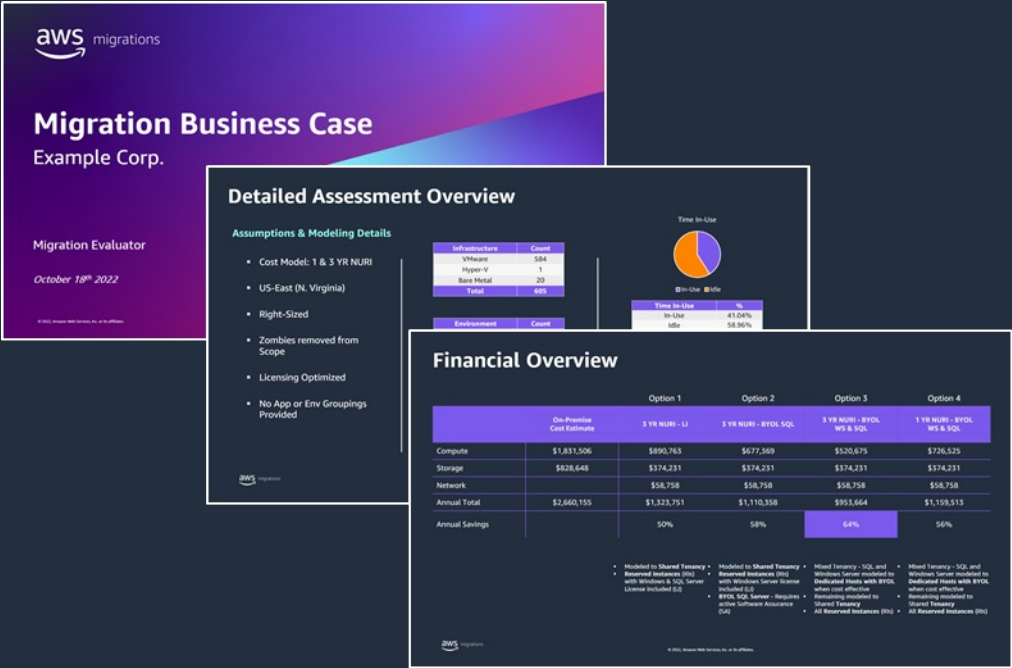


Business case with Migration Evaluator

Quick Insights report



Directional business case

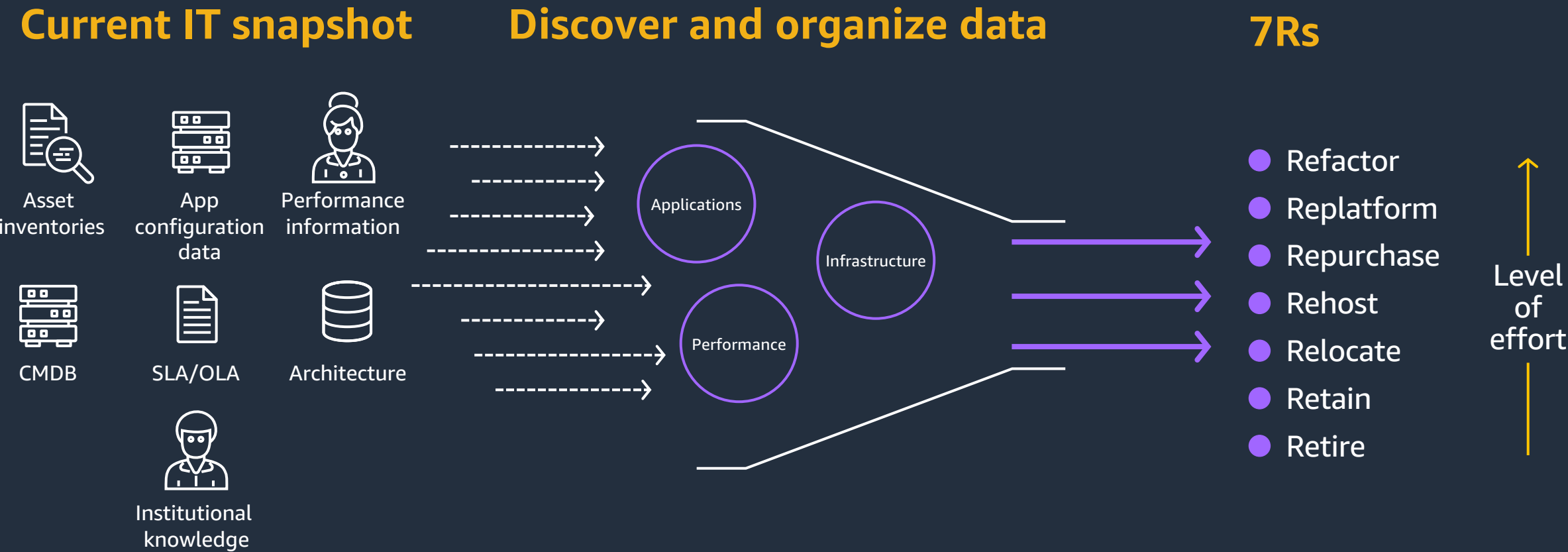


Automated PDF and Excel
export available within 48 hours
of data collection

Available 5 days after data
collection ends (upon request)



Phase 2: Determine the right migration pattern



Strategy decision criteria should be based on both business and technical needs

Strategies for each workload (7Rs)

Reduce the size of
your estate*



Retire



**Repurchase
(SaaS)**

Move to AWS



**Rehost
Lift and shift**



Relocate

Modernize on AWS

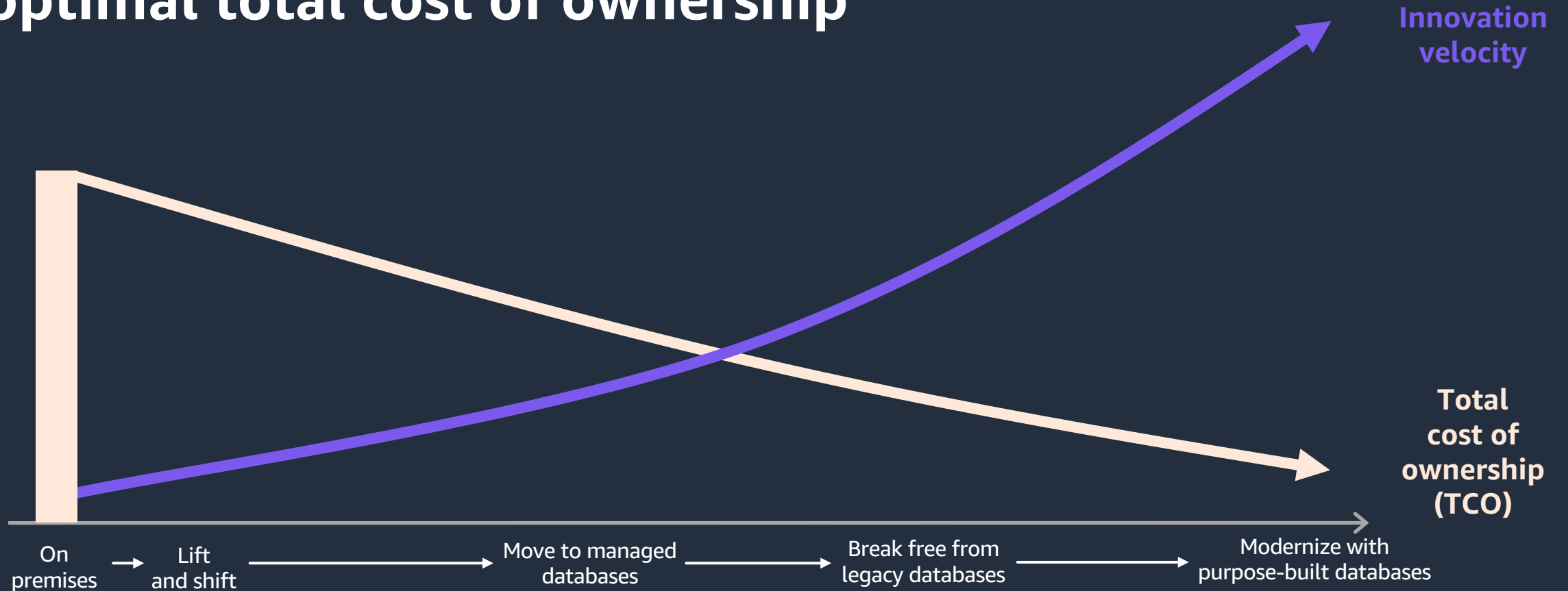


Refactor



Re-platform

Modernizing leads to maximum innovation velocity and optimal total cost of ownership



Leverage artificial intelligence and machine learning services



**Speech
and language**

SampleOutput.pdf (1 page)

Employment Application

This is a sample employment application form. and answer all questions.

Personal Information	
Full Name:	Jane Doe
Phone Number:	555-0100
Home Address:	123 Any Street, Any Town, USA
Mailing Address:	Same as home address

Work History	
Current Company:	Any Company (2018-Current)
	Any Role
Company#1:	Previous Company # 1 (2014-2018)
	Previous Role # 1
Company#2:	Previous Company #2 (2010-2014)
	Previous Role # 2

**Intelligent document
processing**



**Computer
vision**



**Predictions
and insights**

Phase 3

Prepare the organization

Take inventory of skills

Identify gaps, sources to fill, and update job bands

Formalize re-skilling plan

Training offerings on job mentoring, recruiting, and gamification

Leverage partners

Training offerings on job mentoring, recruiting, and leadership

Accountability

Public accountability of teams, people, and leaders





Phase 4

Execute with excellence

1. Small work teams
2. Partner selection and management
3. Inspection mechanisms
4. Customer support

AWS customer skills enablement

Migrate and build faster in the cloud



How can AWS help at every phase?



Collect and analyze



Define and document



Prepare the organization



Execution



Thank you!

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Please take our survey: Powering
public sector innovation using the
AWS Cloud