Simple, Secure and Sustainable

Smart technology strategies
for state and local governments

The right data infrastructure choices can accelerate constituent service delivery, digitize governance and reduce costs. There's no quick fix for the security and digital service demands that state and local IT leaders face. But you can address these challenges with modern technologies that deliver agility and scale, all while helping you simplify, protect and organize the data in your IT environment.

Challenge 1: Adapting, Scaling and Evolving

IT priority: Simplifying and driving cost efficiencies in complex hybrid cloud environments.

Smart strategy: Find easier ways to optimize your hybrid cloud infrastructure for adaptability, scale and cost.

Simplifying hybrid cloud environments is crucial for agencies that aren't ready to take on the expenses and responsibilities of completely new cloud infrastructures. The key is to integrate and use existing on-premises systems so you can adapt swiftly to constituent needs. "Streamlining and integrating these systems cuts down on financial overhead and optimizes resources, ensuring that each investment delivers maximum public benefit," says Bill Rials, senior fellow with the Center for Digital Government (CDG).

Results: Simplifying hybrid cloud delivers measurable gains in IT outcomes. For instance, Hitachi Vantara, an IT service management company, delivers up to 80% faster time to production and 100% data availability in hybrid cloud environments.[1]

Challenge 2: Securing Data and Limiting Downtime

IT priority: Increasing data resilience and ensuring rapid recovery from cyber breaches.

Smart strategy: Make backup copies immutable and keep recent backups on site to minimize restore times.

Ransomware attacks targeting state and local agencies jumped from a rate of 58% to 69% in 2023, according to a Sophos report.[2]

"It's no longer a question of 'if' but 'when' an agency will face an attack," Rials says. "Cyber resilience ensures not only the protection of sensitive data and systems but also the ability of agencies to maintain critical operations and recover swiftly after a breach or attack. The response to a cyber incident is often more impactful than the attempts to prevent it."

By keeping recent backups on premises, agencies can restore large data volumes quickly. With modern data protection software, agencies can even back up and restore data from software-as-a-service (SaaS) applications. Investments in these technologies can also help you meet complex compliance requirements.

Object storage, meanwhile, gives agencies a far more flexible and efficient solution for ballooning data volumes. "Your analytics opportunities are huge," says Bob Woolley, CDG senior fellow and a longtime technology leader with the state of Utah. "You also have infinite scalability and rapid data retrieval."

Results: A Hitachi Vantara solution in the federal government/healthcare sector cut system backup time by 38% and time to sync

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— *Bill Rials, Senior Fellow, Center for Digital Government*

environments by 85%. Double-digit gains in administrative efficiency accompanied higher reliability and stronger support for innovation.[3]

Challenge 3: Consolidating Your Data

IT priority: Simplifying the management of data repositories and application portfolios.

Smart strategy: Use a shared data management approach and leverage artificial intelligence (AI) to simplify and consolidate your data.

"Agencies want a single view of all available data," Woolley says. A unified data view provides simpler, faster and easier ways to manage diverse constituent, staff and business needs. A common data management approach satisfies this desire while overcoming the challenges of dealing with many data silos, mixed storage systems and multi-vendor management tools.

Generative AI (GenAI) in particular can enhance data management in terms of synthesizing and interpretating information, automating and improving data processing, and personalizing constituent interactions with government services. The Boston Consulting Group estimates GenAI will lead to $1.7 trillion in annual productivity gains by 2033.[4] "The adoption of generative AI in data management can transform how state and local governments operate, making them more efficient, responsive and citizen-centric," Rials says.

Results: A Hitachi Vantara solution in the state water management sector automates data management operations, reducing demands on IT staff. It also standardizes management and enhances visibility of data across the department.[5]

Challenge 4: Reducing Data Center Carbon Footprint

IT priority. Reducing emissions to address climate risks.

Smart strategy: Help reach your organization's sustainability goals by choosing modern hardware built specifically to cut carbon dioxide emissions.

Targeting energy-efficient technology solutions helps agencies streamline procurement because they can zero in on hardware purpose-built for recycling and waste reduction. They can also implement data center hardware with a smaller footprint and lower energy consumption.

"Customers increasingly want to work with companies that are committed to sustainability rather than purely financial performance," says Lorena Dellagiovanna, Hitachi's chief sustainability officer. "Young people, especially, prefer to work for companies that have a broader purpose."[6] To stay competitive in recruiting and retaining talent, agencies should consider sustainability part of their core mission.

Results: Hitachi Vantara's drive for sustainability helped yield hardware that reduces power consumption and cuts carbon emissions by up to 96%. The company has also optimized compute, network and storage to the point where less than 0.02% goes to a landfill.[7]

The Road to Success

■ Create a strategy that prioritizes protection and enhancement of all your sensitive data.

■ Analyze roles of software-as-a-service applications, third-party vendors and contractors. Craft a plan to integrate them into your environment.

■ Account for the complexities of payments, budgeting and resource planning applications.

■ Look for vendors with a proven record in complex, highly regulated government environments.

1 https://www.hitachivantara.com/en-us/products/integrated-systems.html
2 https://news.sophos.com/en-us/2023/08/01/the-state-of-ransomware-in-state-and-local-government-2023/
3 https://www.hitachivantara.com/en-us/company/customer-stories/national-government-services-case-study.html
4 https://www.bcg.com/publications/2023/unlocking-genai-opportunities-in-the-government
5 https://www.hitachivantara.com/en-us/company/customer-stories/state-of-arizona-department-of-water-resources.html
6 https://www.hitachi.com/sustainability/download/
7 https://www.hitachivantara.com/en-us/reduce-your-carbon-footprint-and-save-money.html

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