

HOW TO MAXIMIZE THE VALUE OF  
YOUR PLATFORM INVESTMENT

# WITH DELOITTE'S PLATFORM APPLICATION FACTORY

IT leaders can rapidly modernize legacy IT environments—within budget—using a ready-made suite of applications built on ServiceNow.



The global pandemic has accelerated digital transformation efforts for many public-sector organizations, such as needing to provide remote access to digital services for citizens and students.

Yet, disruption provides opportunity; this evolving landscape has pushed open the door to address many of the on going issues facing the public sector. These include modernizing legacy technology and reducing technical debt; improving security; providing superior experiences for constituents, faculty, students, and users; reversing the impact of an aging workforce by attracting and retaining IT workers who are ready to support modern infrastructure; and limited budgets to address technical debt, among others.

It may seem daunting—even overwhelming. However, a platform approach allows organizations to change in achievable sprints within budget constraints. Government agencies and universities, for example, can leverage existing IT investments while modernizing according to most pressing priorities. In addition, a platform approach enables organizations to be future-ready and more effectively scale and respond to whatever comes next.

# Public sector organizations face multiple challenges

Transformation projects may sound daunting, especially due to cost concerns. For example, local and state governments may face further budget constrictions due to the pandemic. Some agencies could be faced with up to a 5 percent decline in tax revenues in 2021, according to the Brookings Institution.

Also, procurement processes in public sector organizations are typically lengthy. The layers of decision-making approvals slow down new initiatives, and may cause users to buy IT services on their own, further complicating the IT environment.

These environments are already complex. Government agencies and higher-ed institutions struggle with aging, legacy systems that are costly to maintain. For example, a June 2019 Government Accountability Office report highlighted 10 legacy systems that are in need of modernization—all of which are mission-critical and at moderate-to-high security risk. These sorts of outdated solutions are often laden with manual processes and workflows that slow service delivery and reduce productivity.

Also, legacy systems often sit in silos, making it difficult to integrate new technologies like chatbots or artificial intelligence that can speed service delivery. Their limitations affect the ability to scale and gain efficiencies.

In addition, the consumerization of technology has highlighted the need for modern user experiences. Prior to COVID-19, many individuals had grown accustomed to interacting, working, and obtaining services online. The pandemic accelerated this behavior out of necessity, so now citizens, employees, faculty, and students expect streamlined, easy-to-use systems.

Yet, meeting the needs of the remote workforce and online citizens is difficult when organizations face limited IT skill sets and resources. Many IT staffs are bogged down by manual processes that divert their time from value-producing efforts.

Also, there is an expanding knowledge gap as experts in legacy systems retire, combined with the challenge of attracting new talent. The work-from-home mandates during COVID-19 have placed extra stress on limited staffs to manage and secure systems.

Finally, there is a need for improved security. Cyber criminals have increased the volume and sophistication of attacks, specifically targeting work-from-home individuals.

# The benefits of accelerating application modernization efforts

Public sector organizations must find ways to overcome these challenges. The risks of not modernizing are too great: poor customer experiences may result in payment or revenue delays; vulnerabilities in legacy systems can be exploited by hackers; and limited in-house IT skill sets could cause service inefficiencies.

On the other hand, institutions stand to gain multiple benefits from accelerating application modernization initiatives. For example, improving workflows and processes with automation helps organizations rapidly deliver better user experiences—such as streamlining property-tax payments to more quickly generate revenue, or simplifying online class registration to speed tuition income. The best part: these transformational efforts don't have to happen all at once. A platform approach allows, for example, organizations to achieve quick wins by modernizing one area before moving on to the next system.

At the same time, automation increases productivity for IT, operations, and employees. By replacing manual-intensive processes with platform automation, staff can focus on delivering new, revenue-generating services.

Another benefit is cost optimization. Migrating legacy infrastructure to cloud-based platforms reduces capital expenditures and offers the ability to scale on-demand for better budget planning and resource utilization.

Modernization reduces complexity and improves visibility, specifically when legacy systems are unified by an integrated cloud-based platform. Other potential benefits include:

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**Reduced complex app and infrastructure support needs to help organizations overcome the challenges of managing IT remotely**

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**Enhanced visibility across systems to more quickly view potential security threats across apps and infrastructure**

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**Streamlined management of decision making and oversight**

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**Improved security to quickly meet FedRAMP criteria, for example, by automating updates, patches, and configurations**

The right application modernization approach not only reduces dependence on legacy skill sets, it also improves the ability to attract and retain IT professionals trained in the latest technologies.

# A platform approach to application modernization with ServiceNow

The ServiceNow platform provides a cloud-based foundation for organizations to accelerate their digital transformation efforts and optimize the performance of their applications and services.

For example, ServiceNow offers modern, streamlined tools and frameworks like chatbots, artificial intelligence, and improved user interfaces. These templates lower development and maintenance costs and increase the adoption of self-service functionality, while reducing IT complexity.

In addition, workflows can be connected across departments and agencies to streamline processes and increase productivity.

The platform helps organizations improve employee and citizen services at a fraction of the cost of other approaches such as ERP systems—providing a multiplier effect on efficiency and user/citizen satisfaction.

Also, ServiceNow offers Omnichannel and self-service options to speed information to citizens and customers, giving them the seamless, interactive experience they've come to expect from modern organizations. At the same time, the platform's built-in analytics and dashboards help employees quickly visualize developing issues, then take proactive steps to address them.



# Accelerate transformation with GovConnect

Public-sector organizations can cost effectively and rapidly transform with GovConnect, a suite of solutions built by Deloitte on the ServiceNow platform. Significantly, GovConnect allows higher education institutions and government agencies to modernize in a modular fashion, one application at a time, leveraging a single infrastructure and common service data model across projects. Applications are designed to deliver immediate impact, supporting both cost-optimization objectives and revenue-generating functions.

Organizations can expect to gain efficiencies. For example, GovConnect provides elegant workflows that streamline and connect processes to break down departmental silos.

GovConnect also seamlessly integrates with existing systems to reduce complexity and speed transformation efforts. Organizations can jumpstart projects to replace or augment legacy systems with ready-to-go application packages, also known as accelerators. GovConnect offers multiple use cases for accelerators, such as:

## Digital Labor:

Offers an effective framework to automate business processes in a controlled, yet also flexible and scalable, way. It provides a platform for community engagement, full transparency into business cases, and helps educate the organization and its customers on the use of digital labor.

## Regulated Product Management:

Enables licensing and traceability of regulated products (e.g., tobacco, hemp, cannabis, and alcohol) to ensure safe use, transparency, and access to decision support information, while ensuring regulatory compliance and safeguarding tax revenues.

## Federal HR Gateway:

Increases efficiency and improves employee satisfaction with streamlined employee life cycle management—from pre-onboarding to offboarding. It speeds time to value with pre-configured forms and guides, and uses analytics to provide predictive, personalized employee-HR interactions.

## Project Portfolio Management Insight:

Supports IT management throughout the technology life cycle. It provides financial transparency, increased stakeholder visibility, and improved data analysis—enabling the rebalancing of tech spend, data-driven decision making, and alignment with goals.

## Managed Crisis Recovery/ Emergency Rental Assistance Program:

Enables organizations to respond quickly—in days, not weeks—to disaster recovery situations by deploying a single front-end customer portal for effected users requiring rental assistance.

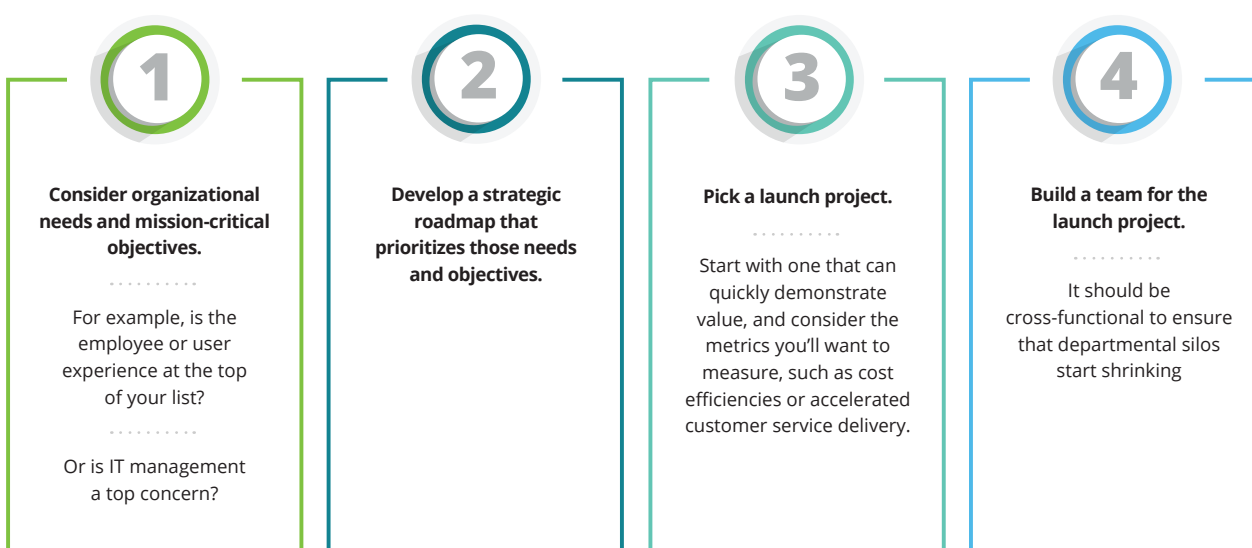
## Federal Incident & Breach Response:

Enables federal clients to comply with the United States Computer Emergency Readiness Team (US-CERT) reporting requirements for security incidents and to prepare and respond to a breach of personally identifiable information (PII).

There are just a few examples; Deloitte has over 15 pre-configured GovConnect accelerators, making it easier to accelerate your modernization objectives.

# How to get started

No matter which of your transformation priorities are most critical, it's easy to jumpstart a project. Here are some next steps:



Finally, deploy the right platform. GovConnect powered by ServiceNow provides an intuitive, accessible, modern platform that helps overcome constrained budgets, aging legacy systems, and limited IT resources. It helps organizations not only accelerate their digital transformations at their own pace, but also prepare for whatever comes next.

**Accelerate your digital transformation projects. For more information, visit:**  
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