Optimize Digital Services and Reduce Downtime

Automating IT Operations Ensures Governance and Efficiency

Today's state and local governments manage a variety of digital services used by individuals and businesses. From paying taxes and applying for a driver's license to reserving a campsite at a state park, citizens increasingly interact with the government electronically. As they use a diverse set of digital channels, they expect these interactions to be similar to those they conduct as consumers – user driven, intuitive and secure.

Citizens expect their governments to deliver digital services with performance levels comparable to those from the private sector and many government agencies today are challenged to deliver these services on schedule and budget. Effective delivery of digital services requires an integrated, service-centric approach – one that maximizes business service quality, drives efficient processes, enables innovation and ensures robust governance.

What government agencies need is a proven platform and process that automate the detection of impending service performance issues. This improves overall capability reliability and allows support staff to shift focus from repetitive administrative tasks to the high value activities needed to enhance performance of digital services to those that use them.

Quickly Deliver Optimized Digital Services

Unisys Digital Services Optimization delivers enhanced capabilities to the ServiceNow ServiceWatch Suite that lets agencies gain visibility into their systems, detect anomalies, and ensure efficient IT operations, and prevent digital services outages that halt productivity.

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- **Improve Digital Services Understanding and Consensus:** IT staff and decision makers can identify and prioritize digital needs and opportunities. Unisys experts create working groups to drive client recommendations, conduct planning, and deliver the initiative's roadmap.

- **Facilitate Discovery and Business Service Mapping:** Allows for the mapping of relationships between connected and unconnected data centers that comprise digital services. This increases service quality for end users, and creates greater service awareness among IT operations, reducing time and labor.

- **Provide Timely Notifications on Service Performance:** Supports rapid response to infrastructure events that result in faster issue resolutions, lowers costs, and reduces downtime. It also helps agencies predict potential infrastructure end-of-life issues, such as requirements for extended support and flagging components vulnerable to zero-day exploits.

- **Identify Infrastructure Performance Impact on Digital Services:** Assesses the impact of changes or failures in real-time, while detecting vulnerabilities and anomalies in connected systems. This mitigates risk and safeguards operation, as it validates security compliance of infrastructure with current standards and requirements and identifies hidden connections to digital services.

Take Your Government Organization to the Next Level

Unisys Digital Services Optimization Program includes the establishment of an assessment and planning working group, interacting closely with the principal stakeholders to provide and continuously monitor a digital services roadmap. We will work with your organization to translate your strategic goals into actionable services that can be managed and measured using governance mechanisms on an ongoing basis. A "Proof of Concept" will be established that maps a set of ten digital business services using the ServiceNow ServiceWatch Suite. Follow-up implementation services will help build all digital services that include Service Discovery, Mapping, and Event Management capabilities.

Unisys consultants will perform a workshop with your stakeholders, security, network and server teams to design, plan and implement the ServiceWatch Suite for customers who currently have the ServiceNow Platform installed. For clients who have not deployed ServiceNow, our solution will also include the installation of the ServiceNow Platform, which is a prerequisite.

In performing the Digital Services Optimization Program, Unisys will use the following phased process:

- **Discovery:** Existing documentation is reviewed, key stakeholders interviewed and goals and objectives regarding the current digital services and personnel are documented. We will produce a list of barriers and required enablers (organizational, process and technology) to achieve digital services success.

- **Analysis:** We will analyze your current environment to highlight any gaps in capabilities required that could expose risks or lead to sub-optimal outcomes. The list of specific capabilities required to eliminate gaps will also be formulated. These capabilities will not be limited to technology gaps; it will also include any organizational and process gaps.

- **Planning and Prioritization:** Unisys consultants will facilitate working groups to assess the current state mapping of IT infrastructure components to digital services today and develop a prioritized map of the digital services offered in your organization's catalog.

- **Enablement:** Unisys has partnered with ServiceNow to use the ServiceWatch Suite to facilitate the enablement stage and complete business service mapping. Our solution includes the requisite ServiceWatch Suite provided by ServiceNow.

- **Follow Up:** After enablement is completed, Unisys will conduct a follow-up activity that includes validating that the solution has delivered on its value. At this stage, either additional services can be mapped (according to the roadmap) or additional analytical capabilities can be added to glean insights from the data using tools such Power BI and Predictive Analytic techniques (these are not part of this package).

Unisys Advantage

Unisys understands the complexity involved in optimizing digital services and in supporting digital transformation. That's why so many agencies enlist Unisys for end-to-end solutions that automate both front- and back-end IT operations to run more efficiently and productively. This ensures citizens enjoy the same seamless digital experiences.

To find out how Unisys can help your organization provide better digital services and run IT operations more effectively, visit visit: www.unisys.com/digital-government