Secure and Compliant Digital Transformation in Government and Regulated Industries

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Written by: Adelaide O’Brien, Research Director, Government Digital Transformation Strategies

Introduction

As organizations digitally transform, CIOs and IT departments are seeing an increasing demand for solutions to enable new, agile business models that support employee productivity, enhance customer experiences, better manage enterprise assets and resource planning, deliver appropriate services and information, and drive efficiency. Cloud is foundational to virtually all these solutions. Many government agencies are deploying cloud-based initiatives to make data-driven decisions, enhance operations, and improve services.

However, these initiatives often are not platform based and lack coordination across agencies. Moreover, as highly regulated industries digitally transform, meeting security and compliance requirements in deploying cloud-based solutions is paramount. However, requirements for compliance and security need not stifle digital transformation efforts in regulated industries.

Key Trends

Digital transformation requires government agencies to leverage digital technologies, attitudes, and behaviors to reinvent engagement with employees and constituents to deliver superior experiences. Agencies are modernizing IT infrastructures and increasing deployment of secure cloud solutions to:

- Provide speed and IT agility to transform service delivery and improve employee and customer experience
- Empower the workforce and improve employee knowledge via access to easy-to-use collaborative tools
- Make operations more effective and responsive by leveraging digitally connected information
- Optimize processes and data-driven decisions with artificial intelligence (AI)
- Meet executive policies and legislation while building trust in IT
The ServiceNow and Microsoft Partnership

ServiceNow and Microsoft understand the challenges facing highly regulated industries such as healthcare, financial services, and the public sector. Both companies have served these customers for years and are now partnering to provide secure and compliant digital transformation solutions. To accelerate this transformation and drive new levels of insights and innovation, this partnership combines ServiceNow’s expertise in digital workflows with Microsoft’s Azure Cloud. This enables customers to accelerate digital transformation initiatives while meeting their security and compliance needs.

ServiceNow

ServiceNow is replatforming its software-as-a-service (SaaS) software as a native service onto Microsoft Azure Government Cloud. ServiceNow offers digital workflows that allow organizations to connect disparate systems and automate key tasks. The Now Platform drives improvements in customer service, IT, and employee engagement. ServiceNow includes easy-to-use, point-and-click customization tools to help customers create solutions for unique business requirements.

Microsoft

Microsoft’s Azure Government Cloud helps organizations innovate through deeply integrated cloud services and advanced analytics. Microsoft provides tools and technologies that allow workers to be more productive and enables easier collaboration with many types of interactions across multiple locations. Microsoft brings deep expertise in data protection, security, and privacy, including a comprehensive set of compliance offerings. Microsoft has been providing additional capabilities to its FedRAMP-certified cloud offerings for government and has obtained additional multiple compliance and security certifications required by regulated industries such as FISMA; ISO 27001; HIPAA; GDPR DoD Impact Levels 2, 4, and 5; PCI DSS; CJIS; and IRAP Protected.

This alliance brings together two core strategic platform providers to help customers transform old, manual ways of working into modern digital workflows. Through this partnership, organizations will be able to use ServiceNow to power their digital transformation efforts while tapping into Microsoft’s deep expertise in data protection, security, and privacy.

Working with ServiceNow and Microsoft, organizations in highly regulated industries can quickly and seamlessly transition to a trusted, cloud computing service delivery environment. This partnership enables organizations to leverage the power of cloud to become more efficient and responsive while continuing to meet all necessary regulatory, security, and compliance standards.

Key Benefits

Speed: Leaping from Legacy to Modern User Experiences

Organizations in highly regulated industries often struggle to innovate. Strict regulations and security requirements may limit how quickly and the extent to which organizations embrace transformative change. Organizations can accelerate digital transformation by easily deploying (with the touch of a button) the ServiceNow enterprise service delivery platform securely hosted in Microsoft Azure Cloud. Microsoft’s open application platform also provides the building blocks to rapidly develop, deploy, and manage intelligent solutions.
**Seamless: Working Intuitively Across Siloed Functions**

Many organizations struggle to bridge the gap between siloed systems and departments. This creates challenges in coordinating across teams, ultimately resulting in lost productivity and unnecessary risk. ServiceNow and Microsoft offer more than 20 integrations and joint solutions, making it easy to integrate and optimize across the two companies' products and platforms — including the Now Platform, Microsoft 365, and Azure. The power of this partnership enables customers more intuitive and seamless workflows between enterprisewide systems and teams.

**Secure: Meeting Strict Security and Compliance Requirements**

Organizations in highly regulated industries will be able to safely and securely apply the power of the cloud, taking advantage of the broad range of security compliance certifications enabled by this partnership. With ServiceNow housed on Azure, organizations will have a secure way to develop, deploy, and manage intelligent solutions, accelerate digital transformation, create great experiences, and unlock productivity.

**Challenges**

Messaging and education will be key to pervasive adoption. Regulated industries will benefit from industry-specific understandings of how the partnership of integrated ServiceNow and Microsoft solutions enables tighter integrations across IT, customer, and employee workflows using both platforms. This partnership’s customer support processes have not been articulated. It is critical that ServiceNow and Microsoft define these processes so that clients understand which company is responsible for such assistance as tier 1 and 2 support calls. As these solutions roll out, the longer-term process efficiencies and mission outcomes should be captured and measured.

**Conclusion**

Because the platform concept is key to being digitally enabled, successful organizations establish a strategy to manage a fully integrated, enterprisewide technology architecture enabling digital products, services, and experiences while modernizing and integrating the internal IT environment. Regulated industries are increasingly interested in taking advantage of secure cloud platforms to access innovation and reduce the cost of capital and staff related to running their own IT infrastructure and packaged software environments.

As regulated industries digitally transform, the ServiceNow and Microsoft partnership offers the potential for more automated secure workstreams that intersect between the Now Platform, Azure Cloud, and IT. This partnership promises velocity in deploying secure, seamless workflows for organizations committed to increasing the capacity of employees, streamlining operations, and enabling customer-centric workflows.
About the Analyst

Adelaide O’Brien, Research Director, Government Digital Transformation Strategies

Adelaide O’Brien is a dedicated government analyst who understands agency requirements and mandates and has deep technical expertise in analytics, AI, and cloud. She has been recognized as a valued thought leader by U.S. federal agencies and the vendors serving government and named one of the top 100 leaders from throughout the federal IT community.

MESSAGE FROM THE SPONSOR

About the Partnership of ServiceNow and Microsoft

Together, Microsoft and ServiceNow will accelerate digital transformation for enterprise and government customers. The strength of our relationship is felt by customers today with more than 20 integrations available between Microsoft and ServiceNow.

For more information on these and other integrations, visit ServiceNow’s Security Operations Community blog posts.

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