Government Applications
Head to Cloud

In the past, agencies deployed cloud in response to mandates, with compliance as a key driver. Today, agencies are driven by the need for more speed and IT agility, which requires modernization, transformation, and re-platforming.

Cloud-Based Mission-Critical and Highly Important Applications
As vendors develop cloud-native applications, agencies indicate that many apps are highly important or mission critical. Here are the top 5 applications:

- Human Capital Management: 89.9%
- Enterprise Asset Management: 89.2%
- Professional Services Automation: 88.5%
- Customer Service Applications: 86.9%
- Treasury and Risk: 86.5%

55.4% indicate their business is demanding more agility and/or speed from IT
47.5% deploy cloud to modernize, transform, and re-platform
45.5% say their datacenter requires an upgrade, expansion, or replacement
42.5% need functionality or services only found in cloud offerings
42.5% indicate their software applications are coming to end-of-life
Cloud Enables DX and Innovation

- **Digital transformation (DX)** enables agencies to deliver value to their customers, employees, and ecosystem partners through a rich user experience and smarter data-driven interactions. Consequently, many vendors are developing cloud-native applications to facilitate the data-driven user experience, allow agencies to take advantage of cloud’s elasticity and scalability, and enable the leveraging of fast-paced innovation delivered through cloud services.

- **Cloud migration** can unlock innovation possibilities. 70% of respondents reported that cloud capabilities have produced consistent (34%) or systemic (35.6%) opportunities to innovate in new ways to address problems and concerns.

Cloud Security: The Agency’s Duty

U.S. federal agencies still have conflicting attitudes about security. Security is a top expected cloud benefit and also a top concern for both public and private clouds. And the onus for security remains with the agency. The Cloud Smart policy states that to “ensure continuity of information security during and after the migration process, it is incumbent upon agencies to thoroughly assess their operational, policy, and business requirements and advocate for themselves when brokering new arrangements with cloud service providers.”

Essential Guidance

Agencies need to develop a comprehensive inventory of current and future workload needs, identify which workloads work best in which environments, and determine the best fit of cloud services for the organization’s application portfolio. Transition plans should include the level of effort required to move workloads to cloud, the readiness of staff, the capability and security certifications of vendors, as well as uses and deployments of 3rd Platform technologies such as big data and analytics, AI, machine learning, mobility, and Internet of Things (IoT).

Message from the Sponsor

Trust is essential to building a successful partnership.

Your confidence in our ability to repel security threats, protect your data, and help you comply with global mandates is essential to our partnership with you. Therefore, we’ve made significant investments in technology, processes, and expertise to ensure that our cloud services meet your highest standards.

Learn how to deliver performance, scalability, and availability on the ServiceNow cloud.