



Why public sector should embrace the hybrid cloud opportunity

How digital infrastructure can
enable greater agility and
resilience for public services.





The post-pandemic challenge for the public sector



The past decade has been a challenging time for the public sector. After years of working hard to do more with less in terms of financial resources, the pandemic focused minds on swift transformational change. Suddenly, public sector services were even more vital than they were before, and traditional ways of working were swept away in a matter of weeks. The public sector proved that it could be agile. The transformation of how services could be delivered via digital technologies accelerated. Amazingly, millions of kitchen and dining room tables, spare rooms and sofas, were turned into the public sector's frontline. And it worked.

Cloud and Hybrid IT were key to that success. And they are even more vital now that the public sector is moving into a post-pandemic world. This is when the opportunity to transform the public sector can be grasped. CIOs will be judged on how well they can roll out new digital public services which are cost efficient and promote organisational resilience. At the same time they have to accommodate political pressures which seek swift digital maturity within a budgetary environment that, by necessity, will be even more focused on value for money. The global shocks to government finances – from the pandemic to inflationary supply chain issues to geo-political crises – will inevitably lead to difficult choices.

Hybrid IT is the right choice for a future full of challenges and opportunities

There will be greater scrutiny on every investment choice. Public sector IT decision makers have to use that as an opportunity to leverage the power of Hybrid IT to achieve efficiencies at every level of public sector operations and service delivery. But cost is only one side of the coin; providing a more responsive and human-centric service to citizens is the other. And it's equally important.

Every investment in digital must deliver services that work and are safe and secure. They need to deliver value for taxpayers; widen access to services; and make it easier for people to engage with the public sector from anywhere and everywhere, using any device. The objective is true digital maturity. A consumer-like experience that puts users first – both citizens and public sector workers.



Transcending legacy in creative ways

Of course, it's not as easy as it sounds. There's a tremendous amount of legacy within the public sector. That's not surprising. In the past, significant levels of effort and investment went into tailoring technologies to the unique requirements of the public sector.

Many systems and processes were carefully customised to the specific needs of different departments, organizations, and sets of users. They can't just be ripped out. Most still work. The focus, therefore, needs to be on optimising them. There would be no point in replacing systems that are still fit-for-purpose. But making them more efficient, productive, and cost-effective would be a big win.



Resilience and security are even more vital in the public sector

There have been a myriad of cyber incidents across all levels of the global public sector. Headline grabbing attacks against national health services focused minds within all levels of government on the need for not only greater security, but the tools to take swift action based on a responsive and resilient digital infrastructure.

The regular litany of other attacks on energy infrastructure as well as public sector information repositories and systems, highlights the importance of balancing digital transformation with the protection of both processes and data (most of it highly personal and strategic). Public sector CIOs must balance the requirement for change with the need for stability and security. After all, most of them are charged with the care of some of the most critical services we all – as citizens – will ever need.

So, you need to build a digital infrastructure that:

- Achieves the right blend of IT capabilities to provide efficacy and cost-efficiency by combining incremental improvement with transformational change
- Forges a path towards providing greater agility for the organisation that's balanced against the need for organisational resilience
- Creates seamless and secure omnichannel user experiences to ensure that they can serve all citizens however they choose to interact with them
- Supports a distributed but productive workforce (hybrid work is here to stay)
- And does it all while aligning to organisational and political objectives

Three key benefits of digital infrastructure

Powerful data-driven insights

Comprehensive data drives good decision-making. It's how public sector organisations can benefit from deeper insights. But that depends on the ability to share data collected by diverse government agencies. Naturally, security and the requisite permissions are needed, but once that's been established then data can be used to develop services as well as broaden their reach.

As government funding becomes ever more dependent on improved efficiencies and tangible results, public sector CIOs need to focus on understanding the evolving needs of citizens and, just as importantly, their own staff.

Good data enables public sector organisations to model and monitor factors like changing population densities (as well as their composition)

so that more accurate resource allocation can be achieved and greater value for money provided to taxpayers. It also means that resources can be more finely targeted to areas with specific needs in terms of employment, social services, and regeneration.

As healthcare needs change, industries and economic sectors evolve and shift, and population movements either exacerbate skills shortages or result in over-supply of workers, good data allows the public sector to not just react to change, but also help drive it in ways that are beneficial to the public good.

➤ **See how Fujitsu is working with the City of Kawasaki to provide supercomputing and next generation networking technologies that will help uncover novel solutions to the societal challenges confronting communities.**



To capture and make best use of this insight you need to build a digital IT infrastructure that:

- Allows the use of digital twins of cities, hospitals, transport systems and infrastructure facilities to model how these public resources are used and proactively uncover new efficiencies and ongoing improvements
- Helps providers seamlessly co-ordinate the collection and retention of the many different types of data
- Provides a trusted foundation that allows quick and effective deployment of apps and technologies that allow accurate analysis of data
- Offers powerful computing capabilities, such as High-Performance Computing, to deliver the processing power needed to run complex calculations and deliver insights when and where they are most effective





End-to-end connections

Seamless end-to-end connectivity enables citizens to get instant access to multiple services with just one identity. That's key to achieving equality of access to services. It's especially important to those without digital skills. Making it simple and easy is vital. A truly omnichannel approach empowers citizens.

It's also important to achieving the vision of 'smart cities' which benefit citizens through better traffic flows, more transport choices, and an infrastructure that's more visible and therefore more resilient. It's safer and more efficient. Quality of life improves through strengthened law enforcement as well as more sustainable environmental services. That also helps drive economic development.

Citizens appreciate relevant information. That's especially true when they're relying on local infrastructure to go about their daily lives, but it's also vital when there are challenges such as storms or the potential for flooding. Public sector support in the form of clear and timely data helps them protect their homes and livelihoods as well as, in some circumstances, their lives.

Also, it's clear that the sudden shift to homeworking is set to become entrenched. Hybrid work practices have already become the norm in many places. That requires governments to ensure equal access to fast telecoms networks within their jurisdictions so that everyone can work remotely, especially their own workforces at all levels.



See how Fujitsu helped the UK's Environment Agency create a scalable and robust cloud-based flood warning system to protect 5 million citizens living in flood risk areas across the nation.

Delivering those connections requires a digital IT infrastructure that:

- Is agile and can seamlessly scale to accommodate new data sources and systems
- Enables machines, smart sensors and devices to be correctly and securely integrated
- Allows citizens secure access to the information they need when they need it
- Offers the ability to quickly deploy new functionality and integrate systems as the demands for, and on, these ecosystems grow to further enhance delivery of services and information to citizens



Enterprise resilience

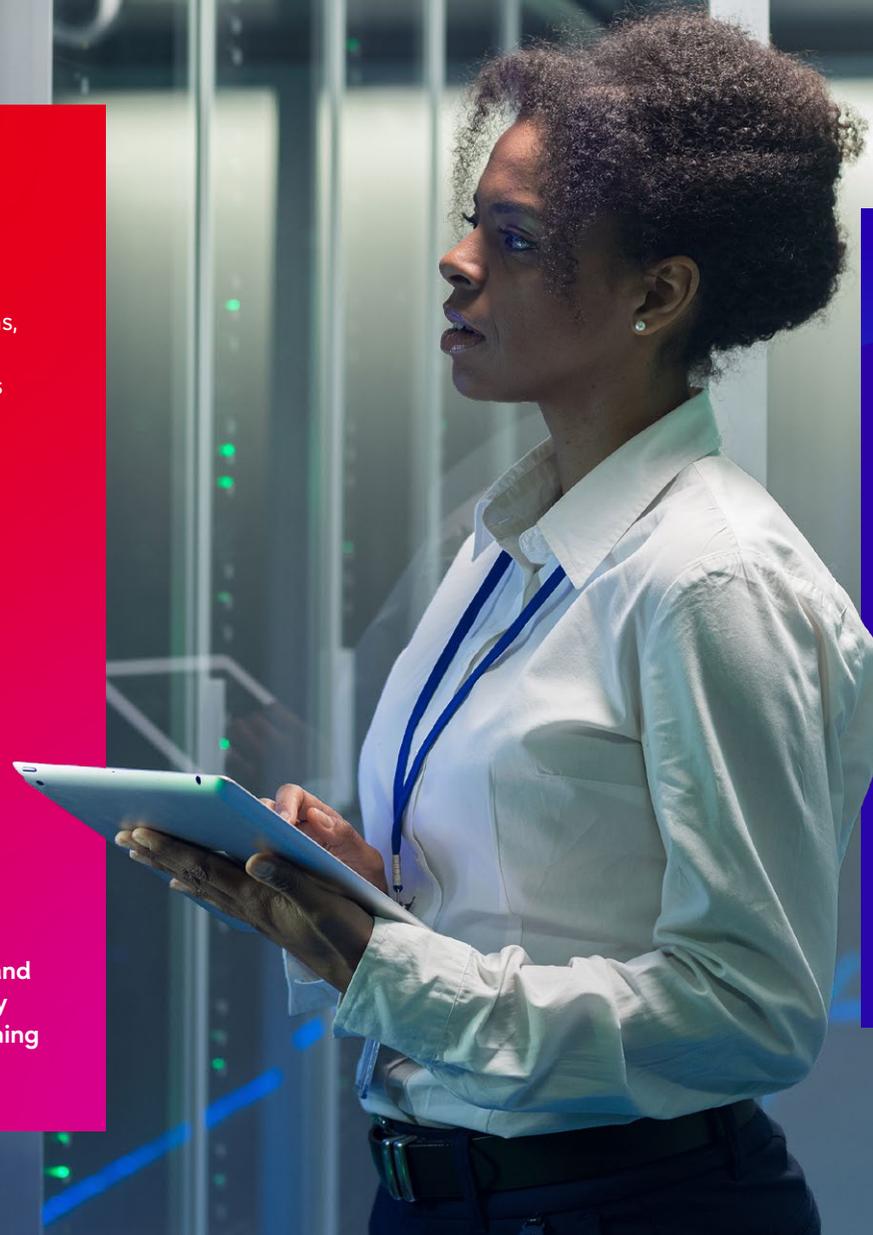
Trust is vital to any public sector organisation. When citizens trust their government institutions, society benefits. As we've stressed, the protection of data and the resilience of services (especially if they're digital) must be a priority. Resilience is fundamental. That's why cyber security is so important. As is compliance with regulations, national and international. Privacy is fast becoming an inherent human right.

Resilience isn't just about enabling services to continue to function. It's also about being able to bounce back from incidents, the ability to adapt to rapidly changing circumstances, and to keep delivering services and information. And when times are challenging – as they were during the pandemic – resilience enables the public sector to keep functioning and for services to retain their integrity. Citizens need to be able to trust that this will happen.

[➤ See how Fujitsu helped Libraries Northern Ireland to create a digital platform to transform library services throughout the region, whilst maintaining secure access to its physical and digital assets.](#)

To build and maintain that resilience you need a digital IT infrastructure that:

- Provides critical availability to ensure services and data can always be delivered correctly
- Ensures that only the right users have access to the right information at the right time, and blocks attackers
- Has in-built cyber security measures to ensure data is stored and used in accordance with tough compliance requirements and that critical systems are protected from compromise
- Offers automated infrastructure that can release staff to concentrate on complex and value-adding issues rather than getting caught in time-consuming manual processes
- Enables automation that can offer services, as well as seamless operations, 24/7



Modernising your Digital Infrastructure makes the *successful* difference

Building an agile digital ready infrastructure as the foundation of both a digital public sector and a digitally enabled citizenry is the key challenge for CIOs over the next few years.

With transformational digital technologies based on an infrastructure that's been created with your specific priorities in mind, you can maximise the use of data and data analytics, rethink services, and build effective ecosystems while addressing how staff can be more responsive to the needs of citizens.

Co-creating new services based on leading technologies allows you to address evolving challenges. It also helps you cope with the inevitable demands from society to both offer better services and achieve greater cost-efficiency in the face of tougher scrutiny on taxes.

As we move forward, it's clear that sustainability is going to underpin everything the public sector does. Again, the right digital infrastructure will offer you clear ways in which you can mitigate the impact of your organisation on the environment. It's how you can achieve tangible carbon reductions within the public sector and across populations as you support the individual efforts of citizens to do their bit in addressing the climate crisis.

Talk to us about how you can leverage the power of Hybrid IT to deal with all those priorities and get ahead of what's next in the public sector.





Talk to us about how you can leverage
the power of Hybrid IT to deal with
what's next in the public sector, just visit:

www.fujitsu.com/global/services/hybrid-it/

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