


GOVERNMENT MODERNIZATION

5 Keys to Getting Agile



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i INTRODUCTION

Government agencies are facing mounting pressure to modernize their technological capabilities in order to better support ever increasing business demands. Constituents and employees alike are looking to engage with government services in new ways, with a particular focus on digital workflows.

Legacy technologies make it tough to respond to this shift. Besides needing to modernize legacy technology solutions, agencies face budget constraints that create innovation barriers.

These factors come together to create major challenges in overhauling government processes to create flexible, adaptable and agile operations.

Modern business process management (BPM) and case management software give government IT departments the agility they need to drive necessary transformation in how work gets done, how services are shared within and across agencies and how government meets the evolving demands of both citizens and public-sector employees.

① GET A HANDLE ON YOUR DATA

The data needed to drive operational agility is everywhere. But it's siloed within disparate IT systems, spreadsheets and paper forms. People don't need access to all of it in order to do their jobs better – they just need access to the right data specific to their jobs. Unfortunately, there's no one system that holds it all.

And beyond just the right data, people need that data in the right context in order to make the best decisions with it.

» IF YOU COULD PROVIDE YOUR EMPLOYEES THE RIGHT DATA IN THE RIGHT BUSINESS CONTEXT, THE CHANGE IT WOULD HAVE ON THE EFFICIENCY AND EFFECTIVENESS OF YOUR AGENCY WOULD BE DRAMATIC.

Many tools can sift through data – even Big Data – and provide valuable trend analysis after-the-fact. But what about in-the-moment? The insight and context is needed at the time the work is being done, not a month later. This is a cornerstone of agile operations.

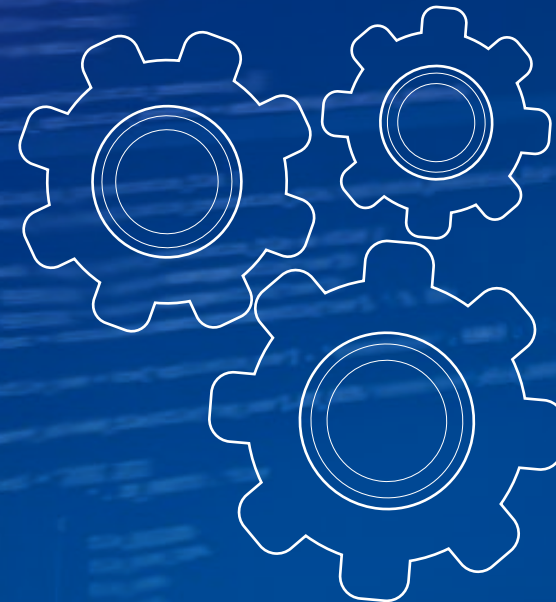


② OPTIMIZE YOUR OPERATIONAL PROCESSES

Here in the 21st century, the amount of government work that is still done manually and on paper is shocking. Automating the repetitive work, the re-keying of data across systems, and all of the things that don't add human value, is the first step in optimizing processes. It will accelerate the basic metabolism of your agency. An added benefit is that your employees will be much more highly engaged when they are allowed to be real knowledge workers engaged in knowledge work.

>> THE NEXT EVOLUTION OF PROCESS OPTIMIZATION IS CONTINUOUS IMPROVEMENT. THIS REQUIRES A CLOSE ALIGNMENT BETWEEN BUSINESS AND IT.

As soon as an opportunity for positive process change is identified, it needs to become operational within the IT system or systems supporting the process. Extended periods of requirements gathering, followed by 12-18 month development cycles, just won't cut it. Agencies need a way to rapidly collaborate around and execute process improvement.



③ UNIFY PEOPLE WITH DATA AND PROCESSES

After dealing with your data and optimizing your processes, don't forget your people.

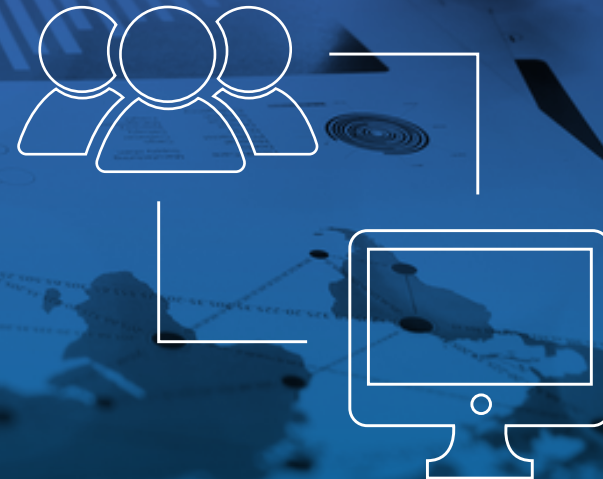
>> ACHIEVING TRUE BUSINESS FLEXIBILITY IS ONLY POSSIBLE WHEN YOUR KNOWLEDGE WORKERS HAVE A SEAMLESS EXPERIENCE AS THEY WORK ACROSS PROCESSES, SYSTEMS, DEVICES AND TASKS.

This means providing access to the same data, workflows and collaborations regardless of where your people are, or what device they are using.

The Administration has been pushing a “Mobile First” initiative for several years now. But for all its obvious advantages, mobile appears to have an enormous down-side for agencies: the high price

of mobile-specific IT development and maintenance resources, in the context of already-strained agency capacities.

The key to unifying people, process and data in today's digital world is to write once, run everywhere. Development platforms that are themselves platform-agnostic in terms of the applications/apps they deliver are enabling true enterprise mobility in the government.



④ LEVERAGE THE CLOUD ACROSS AGENCIES

Developing agile operations is particularly difficult when agencies need to work together on complex projects. Yet, these coordinated efforts are frequently needed in order to provide adequate services to citizens and to meet new mandates for government agility. This is why the concept of Shared Services is so important for increasing agency effectiveness and accelerating mission-attainment across DoD and Civilian sectors.

>> CLOUD-BASED APPLICATION PLATFORMS
MAKES IT EASY FOR CROSS-AGENCY
SHARING OF DATA AND PROCESSES.

In addition, agencies can quickly adjust apps to meet their specific needs, making it much easier to move processes and data between disparate



teams. Security is imperative when taking on such strategies. Cloud solutions with FedRAMP authorization provide significant time and cost savings, improved security risk management, and enhanced program transparency for mission-critical federal operations.

5 SUSTAIN INNOVATION

Establishing agile operations hinges on being able to sustain traditional and digital processes and continuous improvement on an everyday basis. This is one area where reconfiguring app development workflows is especially important.

>> AN AGILE GOVERNMENT AGENCY REQUIRES INNOVATIVE APPROACHES TO APP CREATION IN ORDER TO KEEP UP WITH CONSTANTLY CHANGING DEMANDS.

And rigid, slow development processes hinder digital transformation.

New types of application development platforms have emerged that provide a low-code approach to development. By relying, instead, on visual



composition, they let non-tech users create the solutions they need. The result is a more sustainable culture of innovation. Simplified development using tools, such as modern BPM platforms, lets you overcome the limitations of traditional development methodologies and establish the app flexibility needed to create business agility.



CONCLUSION

IT modernization along with digital transformation are growing challenges for government agencies. They both require new levels of agility in how agencies operate, and how government IT teams meet the needs of employees and citizens alike. As people demand more flexible, accessible government services, agencies must rapidly and cost-effectively modernize and digitize their business processes.

Technological limitations and budget constraints don't need to hold government organizations back. Modern BPM platforms contain the combination of process management, data management, collaboration and mobility capabilities needed to drive digital transformation in sustainable ways. This is delivered through cloud platforms that can securely handle your data and provide the foundation for rapidly delivering new apps and services.

ABOUT APPIAN

As the market leader in modern Business Process Management (BPM) and Case Management software, Appian delivers an enterprise application platform that unites users with all their data, processes, and collaborations — in one environment, on any mobile device, through a simple social interface. On-premise and in the cloud, Appian is the fastest way to deliver innovative business applications. For more information, visit www.appian.com.

