A Cloud-Smart Approach Helps Governments Gain a Strategic Advantage

How to achieve consistent management, security, and control across any cloud

Budget assistance is on the way

Passed in late 2021, the Infrastructure and Investment Jobs Act (IIJA) allocates $1.2 trillion to helping agencies prepare for the future—including the technology infrastructure needed to digitize systems and strengthen cybersecurity.

Today's state and local governments are facing multiple crises and issues that require thoughtful attention and response. In addition to dealing with the ongoing impacts of the COVID-19 pandemic, agencies are grappling with societal instability, changing approaches to work, and a sharp spike in the frequency and severity of cybersecurity threats.

These challenges don't all have clear solutions—yet they all share a strong dependence on technology. From engaging citizens to delivering information to protecting sensitive data, IT teams in government have increasingly moved to digitize services, deploy modern apps, and adopt multiple clouds in order to fulfill their mission.

But adding more apps and clouds has not made things simpler. In fact, agencies are struggling with growing levels of complexity as they try to meet disparate requirements across apps and cloud management systems. In short: it's chaotic.

In this overview, we will take a closer look at how IT teams in state and local government can overcome multi-cloud chaos, and how VMware solutions enable a cloud-smart approach that helps governments build a more stable, resilient future.

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61%
of state and local government agencies said that managing the complexity of a multi-cloud environment was challenging or very challenging[1]

38%
of state and local government agencies said their retirement-eligible employees are accelerating retirement plans[2]

In 2022, cloud projects came in at an average of

13%
over budget[3]

In 2022, North Carolina became the first state to pass a law **banning ransomware payouts** —and many state and local governments are mulling similar bills[4]

54%
of state and local governments said they included regular hybrid scheduling for eligible positions in 2022[5]

IT priorities in state and local government are evolving

The move to modernize technology infrastructure in government has been underway for several years—and the pandemic put these efforts into overdrive.

Adopting multiple clouds brings multiple benefits— and complications.

Agencies made big strides in replacing traditional infrastructure, only to discover that every cloud environment has proprietary tools. Disparate tool sets are hard to learn and deliver fragmented experiences—which creates more work for IT teams.

Talent shortages across government require a better approach.

IT is having a hard time finding enough staff, even as unfilled positions across every department—from citizen-facing workers to back-office staff—are driving demand for solutions that help agencies meet citizen needs more efficiently.

Government budgets aren't structured to accommodate unpredictable costs.

Budgets at the state and local level are developed two to three years in advance—and do not allow for variable costs. Variable cloud rates often exceed initial estimates, and costs ultimately get passed on to citizens, creating an immediate negative political impact.

Cyberattacks on agencies are enacting high costs on every level.

As criminals seek to take advantage of outdated security protocols in state and local government, the high costs of recovery and cybersecurity insurance makes it harder for agencies to deliver on their mission.

Workers are demanding more flexibility in where they work.

Many state and government employees are working remotely for some part of the week. Yet apps hosted on different clouds can create fragmented experiences that lower productivity and make it harder to retain valuable employees.

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1. Forrester, *"Multi-Cloud is the New Frontier of Government."* April 20, 2022.
2. Deloitte, *"Government can win the talent race—Here's how."* May 23, 2022.
3. Tech Monitor, *"How much do businesses spend on cloud computing?"* March 11, 2022.
4. The Record, *"An inside look into states' efforts to ban gov't ransomware payments,"* August 23, 2022.
5. HR Dive, *"State, local governments struggle to hire amid job market shifts."* June 29, 2022.

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State governments are on a journey toward app modernization and management[6]

In a 2022 NASCIO survey of IT leaders across 42 states:

48%

of states say at least half of their applications need to be modernized

76%

of states expect that application modernization will help them provide a prompt, efficient response to constituent needs

VMware helps IT teams in government take a cloud-smart approach

For more than 20 years, VMware has partnered with state and local governments to implement technology solutions and innovations that empower IT teams with a smarter approach to multi-cloud. With a portfolio of solutions that span cloud operations, app modernization, device management, cybersecurity, and more, VMware helps agencies make the most of their investments and build organizational resilience.

From cloud chaos to cloud smart

VMware Cross-Cloud services help governments align technology initiatives with mission-driven goals

Cloud Chaos	Cloud Smart
Disparate dev, operations, and security efforts	Accelerated app development on any cloud with automation and secure controls
Fragmented app-access experience	A more secure, frictionless app-access experience for workers and citizens
Siloed cloud infrastructure that requires specialized skill sets and complicated workflows	Unified, cost-efficient infrastructure with lateral security, resiliency, and consistency

With VMware Cross-Cloud services, IT can accomplish five key objectives:

1. **Transform government service delivery with modern cloud infrastructure**

    VMware Cloud™
    Realize the benefits of public and private cloud for your government agency, with a hybrid cloud platform that delivers speed and flexibility. A consistent infrastructure allows you to integrate public cloud with your existing investments while moving toward a hybrid future with modern apps that provide value to workers and citizens.

2. **Provide exceptional digital experiences for citizens and workers**

    VMware Workspace ONE® + VMware Horizon™
    Make it easier for government workers and citizens to access the information and services they need—on any device. Empower staff with a digital workspace they can use to serve citizens consistently across mobile, in-person, and online environments. VMware solutions make it easier to quickly provision virtual desktops, deliver any application anywhere, and ensure both successful user experiences and robust security.

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6. NASCIO, *"2022 State CIO Application Modernization Report: Application Modernization is an Imperative."* October 5, 2022.

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3. Strengthen data protections to grow citizen trust and safety

VMware Carbon Black™ + VMware NSX®
Leverage onsite, public, and private cloud infrastructure to cut costs, support remote education, and improve IT agility. VMware Aria helps you realize the benefits of multi-cloud with the convenience of a single cloud delivery solution that standardizes operations, automates key processes, and streamlines compliance. With an intelligent platform in place, your institution will be positioned to satisfy stakeholders more easily and deliver on your mission.

4. Simplify your path to modern apps

VMware Tanzu™
Make it easier for developers to modernize apps and build new apps—without sacrificing security or compromising your ability to comply with government mandates. VMware Tanzu helps you extend the value of your IT investments by modernizing workloads already running on VMware vSphere,® and provides the fastest path for getting started on Kubernetes.

5. Streamline IT with efficient multi-cloud management

VMware Aria
Accelerate IT service delivery with a single platform that leverages intelligent operations and time-saving automation to modernize the data center while freeing up IT resources. VMware Aria acts as a unifying solution for government, helping you control cloud spend, improve IT efficiency, and free up decision-makers to focus on the agency mission.

Choose the cloud-smart approach for your agency

As your agency looks to meet evolving demands from workers, citizens, and other stakeholders, VMware acts as a partner to help you overcome cloud chaos and develop a streamlined, efficient approach that meets your goals. From unified security to streamlined cloud management to workplace flexibility, VMware has the expertise and solutions to help you meet these challenges—and prepare you for what comes next.

Discover the benefits of partnering with VMware

Learn more about our solutions for state and local government

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