

The Path to Digital Government

VMware is helping state and local governments such as the [City of North Las Vegas](#) accelerate the delivery of critical services across data center, cloud, and edge environments. Learn how our integrated solutions and proven best practices can help you serve citizens with greater efficiency.

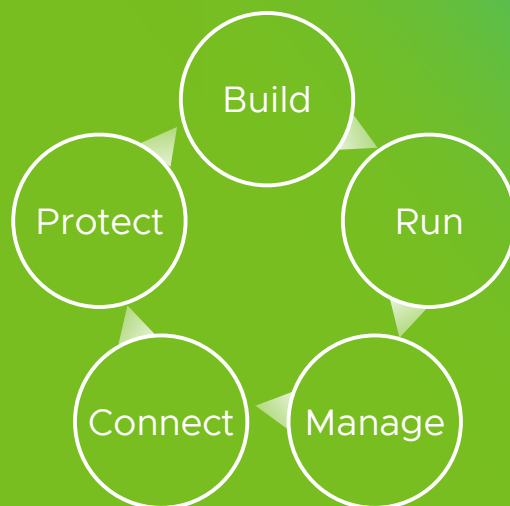


Embracing the Digital Age of Government

Today's state and local agencies are at the crossroads of technological transition. In the midst of public health concerns, shrinking revenues, and escalating demands for services, agencies are introducing new types of applications to meet community needs with unusual efficiency. Digital services are empowering agency employees and engaging citizens like never before.

At the same time, many government functions are still supported by legacy applications and physical data centers, and agencies need to be able to leverage these investments for as long as possible. IT staff are faced with the complexities of parallel infrastructure stacks, hybrid and/or multi-cloud architectures, disparate IT operations models, and untenable cyberattack surface proliferation. Plus, there's the added investment overhead, training, manpower, and organizational change management required to make even minor technology changes.

The reality is that state and local governments need a modernization continuum that allows them to migrate existing applications to the cloud incrementally. Today's agencies require a dynamic technology foundation for managing and securing all types of applications—legacy, cloud-native, and container applications—to serve the public effectively.



For more than 20 years, VMware has helped government organizations use the latest R&D innovations to drive greater efficiency, security, and reliability. Our integrated capabilities are designed to make the most of legacy technical investments, while also enhancing the organizational culture. With VMware, your agency can build, run, manage, connect, and protect any application. And this continuous delivery lifecycle works with any cloud and any device.



WHY VMWARE FOR GOVERNMENT?

- Over 20 years of experience in driving digital transformation in the public sector
- The end-to-end virtual infrastructure solutions required to respond faster to the needs of constituents while reducing technology expenses
- Ongoing investment in the future, bringing you seamless access to new innovations, like Kubernetes, without the need to reskill IT staff infrastructure

Best of all, VMware has an eye on the future, with a unique understanding of what state and local agencies may face over the next decade plus. VMware differentiates itself with a holistic set of technologies and services to lower cost and propel modernization initiatives in five essential ways:

1. By **unifying cross-functional teams** and bringing together the organizational, cultural, and technical competencies agencies and integrators need to build and scale high-performing IT and software teams with a laser focus on delivering mission value.
2. By **simplifying operational complexity** through seamless abstraction, orchestration, and parallel operations of legacy, cloud-native, and containerized applications in a highly automated and tailorable application development and operations platform.
3. By **enabling end-to-end hybrid cloud management** from a single pane of glass, providing fine-grained control and portability across public clouds, regional data centers, and the tactical edge/end-user device environments.
4. By **protecting critical assets** with end-to-end, Zero Trust-enabling security capabilities, which are integral to a cloud-based architecture and proven to reduce complexity in enterprise security operations.
5. By **delivering a best-in-class end-user digital workspace experience** that ensures user security and productivity.



Modernize Applications for Better Experience



At the heart of every agency are the applications, data, and technology workloads that must be managed with maximum agility. In fact, 76% of government CIOs and senior managers say that improving their application portfolios is a top agency priority.¹ Yet, many agencies are not only faced with complex and inflexible legacy environments, but the organizational structure itself restricts innovation. There needs to be a culture shift to allow for iterative collaboration between cross-functional teams, which accelerates the delivery of high-quality software.

VMware offers the building blocks and proven technical expertise to help your agency easily adapt to changing requirements, especially when modernizing applications to enhance the citizen experience. Our experts understand how to put the right processes into place for agency cultural transformation.

Using Kubernetes as a common platform, VMware lets agencies leverage all the benefits of going “cloud native” without refactoring applications, reskilling, or starting from scratch. By seamlessly integrating new methodologies like containerization and orchestration into your IT infrastructure, you can accelerate software delivery to improve public services—across data center, cloud, and edge environments.

Expand Services in a Multi-Cloud World



Traditionally, application development and delivery within agencies was a siloed affair, involving complicated handoffs and cross-team coordination. The modern paradigm brings together those who build apps with those who run them, and those who secure them. With DevSecOps orchestration, agencies now have a common language, common tools, and a common security methodology for rapidly delivering applications in a diverse multi-cloud world.

And the cloud readiness is not a moment too soon. Forrester Consulting found that in three years, 64% of government organizations will operate applications in six or more different clouds (including public clouds, private clouds, and edge environments).¹ VMware can help agencies prepare applications to run effectively across these clouds, while keeping sensitive citizen and government data safe.

1. “Forrester Study Finds Modernizing Apps a Top Priority for Government Agencies,” Forrester Consulting study commissioned on behalf of VMware, April 2020.

Elevate Employee and Citizen Experiences with Digital Workspaces

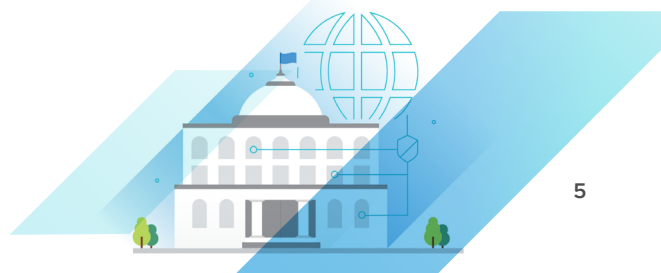
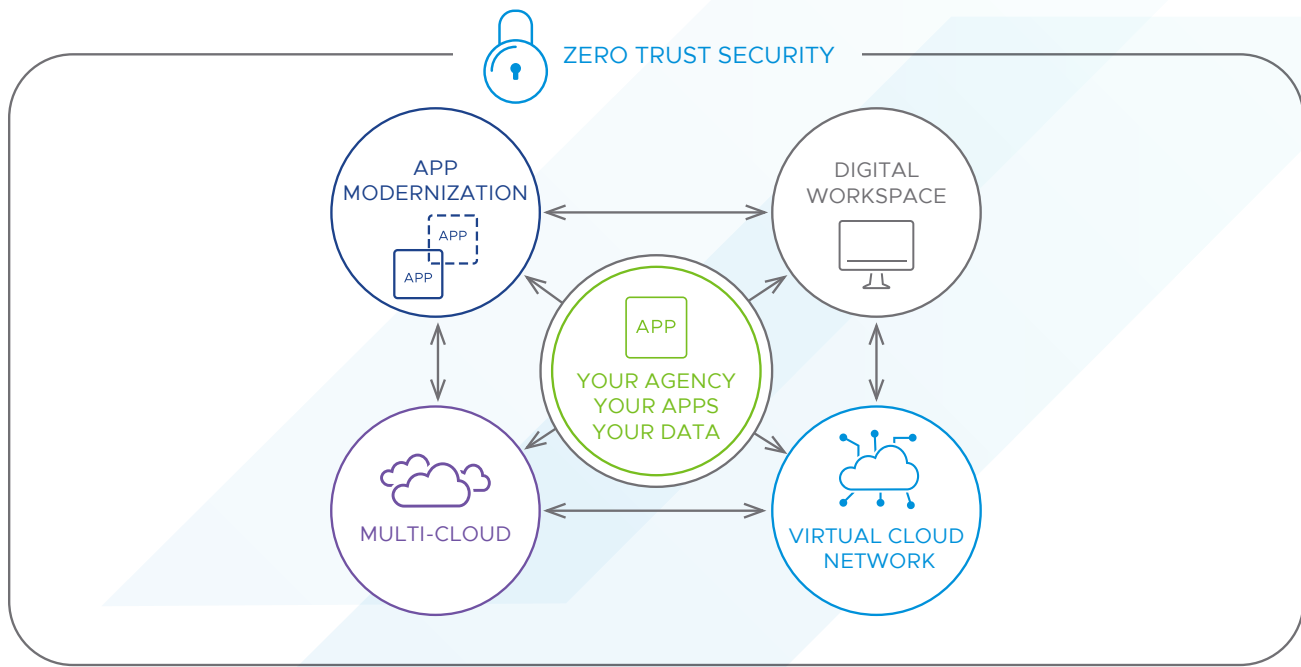


Today's state and local agencies are dealing with the new norm of a remote workforce. More than ever, agency employees need to work safely and securely from any location, using their own choice of devices. Meanwhile, employees and citizens alike have higher expectations about their online experiences, as everyone's daily lives grow more virtual. Platforms like digital workspaces and virtual infrastructure can help overburdened agency IT staff keep up with all the new demands.

With VMware, agencies can consolidate management of IT assets and user identities—while empowering citizens and employees with self-service tools. Users can access critical resources on-demand, with authentication rules based on their roles, geographical location, and network connection. VMware frees agency IT staff from disparate management tools and time-consuming manual operations. From a single point of control, IT can view devices, monitor their patch levels, and automatically enforce security policies to ensure seamless operations.

Trusted Digital Foundation

Only VMware offers the integrated, end-to-end solutions today's government agencies require.





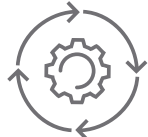


Optimize Connectivity for a Remote-Access World



As more government services go online, agencies need more fine-grained network control. Your IT staff needs to be able to stand up and scale new networks, provision applications, and enable new services with robust security. According to a recent study by MIT Technology Review, 61% of government leaders say their organization’s top challenge is protecting data in the new remote-access world.²

Leveraging the skills and solutions your teams already have, VMware creates a critical consistency in how workloads and data are managed—all through a single platform optimized for multiple destinations at once. When unexpected or short-term needs drive demand for added capacity, software-defined WAN services enable your agency to quickly scale and adapt automatically. VMware provides the seamless, extensible way to deliver applications to a workforce in motion, while securing resources on the evolving organizational edge.

Key capabilities for the DevSecOps lifecycle

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|  |  |  |  |  |
| <p>Build Build continuously, deploy infinitely</p> | <p>Run Optimize every resource</p> | <p>Manage Unify visibility and control</p> | <p>Connect Deliver to a more dynamic world</p> | <p>Protect Reduce the risk of whatever comes next</p> |
| <ul style="list-style-type: none"> • Bring new efficiency to legacy x86 apps • Build cloud-first, cloud-native • Dev tools, containers | <ul style="list-style-type: none"> • Give teams a common language and toolset • Unify development, operations, and security • DevSecOps orchestration | <ul style="list-style-type: none"> • Consolidate management of resources • Automate capacity delivery and redundancy across the multi-cloud | <ul style="list-style-type: none"> • Use enterprise-grade networking for collaboration • Deliver to a workforce in motion while securing the edge (via SASE, zero-trust VPNs, etc.) | <ul style="list-style-type: none"> • Leverage robust SD-WAN security • Zero trust from user to cloud; AI/behavioral-driven protection at the endpoint; dynamic, in-depth segmentation to data center |

² "MIT Executive Study Uncovers Top Government IT and Pandemic Resilience Trends," December 2020.

Protect Government Data and Citizen Trust



With more citizen-facing interfaces and remote worker tools, the potential attack surfaces in today's agencies have increased exponentially. To strengthen your agency's security posture, it's time for zero-trust policies and controls that work across on-premises, cloud, and endpoint devices. VMware can support agencies with built-in security, which automatically embeds protection everywhere—rather than “bolting on” point security products.

Naturally, every environment has its own challenges. That's why VMware has flexible solutions to match your agency's unique modernization pace. Our focus is on helping agencies build, deliver, and secure the applications that improve the quality and efficiency of critical services.

The VMware approach builds security into the deepest infrastructure layers and extends it through applications, enforcing security policies for every workload. Zero-trust security helps protect information and assets from evolving threats, unexpected user behavior, and emerging real-world risks. When combined with threat intelligence, your agency can shift from simply reacting to threats to proactively protecting the environment from a position of strength.

Government IT decision makers have counted on VMware for over 20 years to deliver the innovations that matter. From infrastructure to applications, VMware has the breadth of capabilities to help agencies tackle today's IT issues and whatever comes next. Find out more about [VMware solutions for state and local government](#).

DRIVING EFFICIENCY IN THE CITY OF NORTH LAS VEGAS

In 2013, the City of North Las Vegas faced a financial crisis following a period of rapid growth. In addition to a \$152M budget deficit, the city was at risk of losing its charter. But the newly elected mayor began actively looking for ways to court economic development and drive efficiency—including digital transformation. By partnering with VMware, the city created an infrastructure designed for growth, while improving city services and saving millions of dollars.

North Las Vegas worked with VMware to modernize infrastructure and applications to be more responsive, so the city can:

- Deliver efficient services, with estimated savings of \$100,000 over a three-year period
- Provide emergency services with more mobile, flexible information access
- Meet the demands of 13 city departments with a small IT staff, improving productivity without adding headcount

[READ THE STORY](#)

