KPMG

Red Hat

Modern government:
Connected by open technology

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States have the opportunity to better serve constituents when they are set up to collaborate within, and across, entire communities

Achieving cross collaboration including front, middle, and back offices across agencies will deliver greater efficiencies, improve citizen experiences and lower operational costs. This will also allow agency heads to focus more on innovation and to become better prepared for the future of modern government. A modern and strategic technology infrastructure can support and enable cross-agency collaboration via KPMG frameworks such as KRIS (KPMG Resource Integration Suite) Connected Platform, which utilizes market leading third party software, including Red Hat, cloud services, and KPMG accelerators.
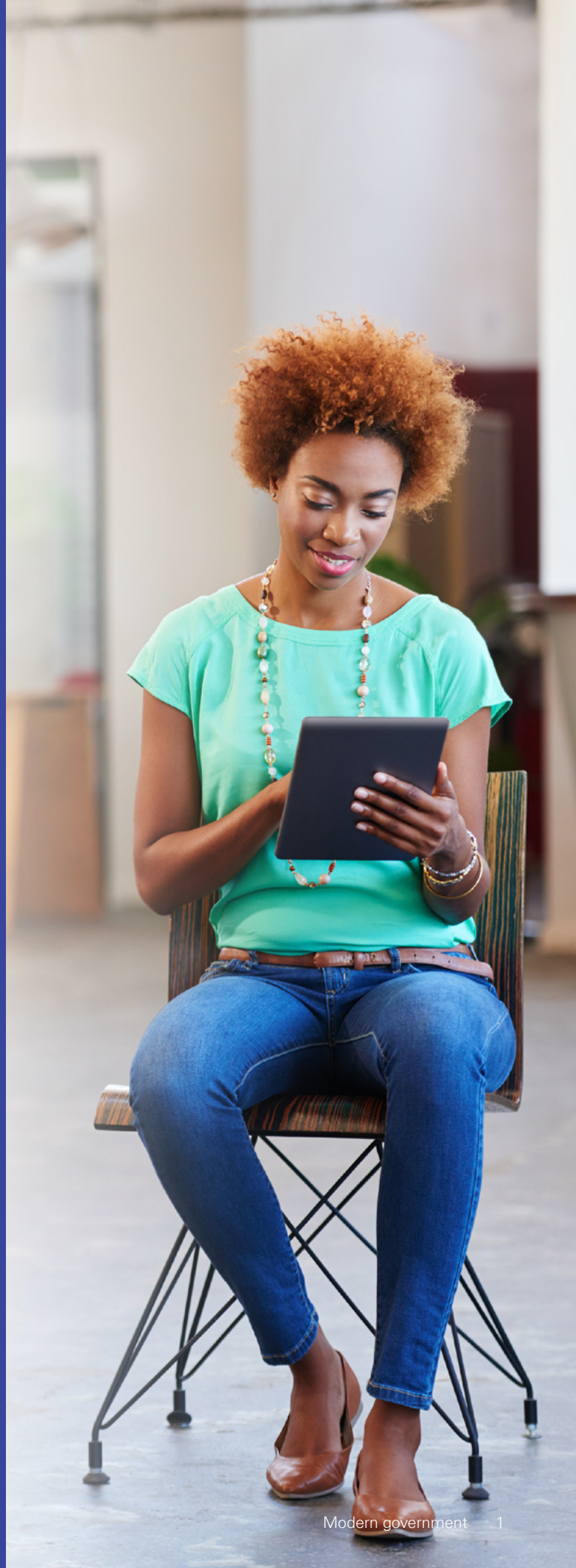
A connected government

As governments look to modernize and fulfill their mission of meeting citizens' needs, they must focus their efforts on becoming connected. To be connected they must take a citizen-centric approach to transformation that aligns every critical process, function, and relationship to meet citizen expectations.

A connected government will enable resilient communities and provide citizens with positive experiences. It also means collaborating internally and with other agencies to improve their operations and, ultimately, the experience of the citizen. Being connected will create an environment where people and technology interact for new levels of productivity and value creation.
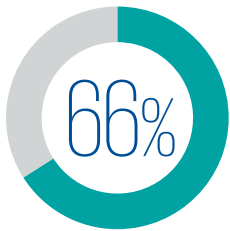
The future is no longer static. KPMG professionals help our clients build a future-ready business based on stronger connections between citizens and experiences, with best of breed strategy coupled with the power of today's technology. This short paper explains how together KPMG and Red Hat accelerate cross-agency collaboration.
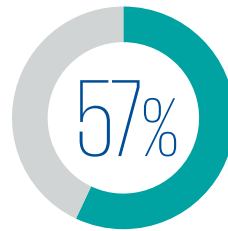
Lifting the lid on cross-agency collaboration

According to the _Modern government: Connected. Powered.Trusted. report from KPMG_, IT modernization is currently being outpaced and is at odds with citizen expectations. In this digital world, it is impossible to keep pace with constituents without technology modernization.

The good news is that government officials are aware of the need to accelerate their adoption of new technologies – according to the recent August 2020 survey from KPMG:

66% **of governments are accelerating their focus on application modernizations**

57% **increased their budgets because of COVID**

Source: Impact of COVID-19 on digital transformation strategies and the future of work, Forrester Report, July 2020.

One of the many reasons why agencies fail to communicate with constituents is that many government agencies are still operating with legacy systems that are decades old. These cumbersome systems designed to serve the missions of yesteryear are no longer fit for purpose.

Many are still running monolithic applications which are complex to manage and are costly and timely to deploy and maintain. These ongoing technology challenges prevent agency heads from pursuing strategic technology updates needed for the modern world.

Failure to move forwards with IT modernization will only lead to the continued decline in the government's ability to deliver efficient services to its constituents. **That is why IT modernization needs to be a top priority for agency heads, as well as government chief technology officers and chief human resource officers on the federal, state, and local level. Modernization will also help to attract talent and enable working across agencies.**

While many leading agencies are becoming more connected by pursuing the latest technologies, including public cloud, agency heads must realize that **a simple lift and shift with cloud is not good enough**. They must also implement flexible technology solutions to help them modernize. Open-source technology will help agencies to power their transformation programmes and benefit from speed to value.

KPMG and Red Hat solutions are vendor agnostic and are 100% open-source. These modern solutions will help governments to evolve, adapt and grow **today and in the future**.

"KPMG is helping government agencies take the path towards modernization. Our professionals understand the issues and pressures facing these agencies. We are helping them respond by putting the right strategies in place enabled by KRIS Connected Platform which helps to future proof their agency today.

Andy Gottschalk, Partner, Advisory, Consulting Industry Leader for State & Local Government
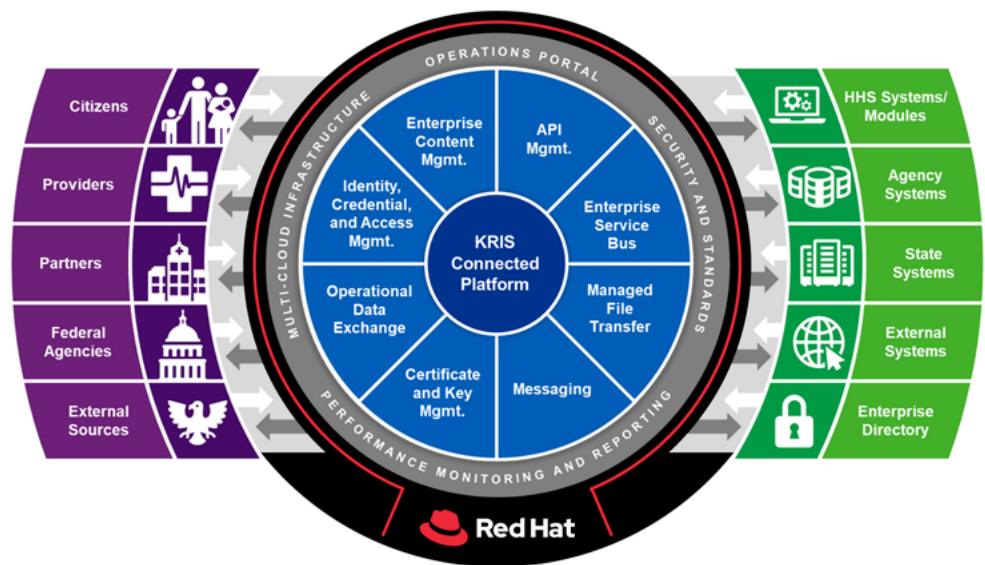
Different paths to modernization

KPMG Resource Integration Suite (KRIS) Connected Platform

State and Local Government

This integrated platform builds a turnkey, inter-operable, and connected state and local government enterprise. This future-ready solution will help government agencies future-proof their investment.

The platform uses leading industry third party software, such as Red Hat, cloud services and KPMG accelerators, designed to support the integration needs of a state and local government enterprise. It creates a shared service model with reusable common components.

This scalable, secure and future-ready solution will help agency heads to focus on business outcomes and processes, as well as reduce total cost of ownership. KPMG and Red Hat makes sense for state agencies.

A modern approach - The first steps to digitizing interactions

Being **connected** is not just about enabling the technology; it is about having the right strategy in place to help leaders realize the future mission. Achieving the future mission is about providing a better experience for your constituents. This requires internal collaboration between departments as well as securely connecting to external partners and systems.

KPMG will help deliver this strategy via frameworks such as KRIS Connected Platform, which utilizes best in breed third party software, including Red Hat, cloud services, and accelerators. This is designed to support the integration needs of an agency and to create a shared services model with reusable components. This enables a future-ready platform that will operate and integrate new service modules, while at the same time retaining compatibility with legacy systems, thus allowing for a phased transition to a modern infrastructure.

Red Hat will help deliver the technology. Open-source technology will provide rapid movement to modernization through a flexible integration and container platform that can run on any cloud, from any cloud vendor at the **speed and scale of digital**. When open-source is combined with the Powered suite

of solutions from KPMG, new levels of agility and performance will be unleashed. It can help agencies to collaborate internally and with other agencies to improve and streamline operations.

Leaders who invest and make the bold move to modernize through a containerized approach will become better connected and better equipped to meet and respond to their constituents' evolving needs.

KPMG and Red Hat apply this modern approach – using Red Hat OpenShift Container Platform.

KPMG and Red Hat accelerate cross-agency collaboration

KPMG works closely with governments at all levels across federal, state, and local. We have a deep understanding of the challenges governments face today, and we know how to overcome them. Together with Red Hat we help forward-thinking agencies to modernize outdated technologies and inefficient operating processes with innovative technology solutions that focus on your outcomes.

Our teams of professionals work with you from the beginning of each project, until the job is done. **From strategy and design, to implementation, we are with you every step of the way.**

Five reasons to work with KPMG:

We deliver results that matter.

We know how your agencies work.

We know how to get things done.

We strive to get the best out of technology.

We are on your side, all the way.

KPMG

How far along is your agency in its modernization efforts?

KPMG can perform a modern government maturity assessment to determine how far your agency has progressed along each of the three dimensions of a modern government—connected, powered, and trusted. Our online diagnostic tool can assess where your agency ranks in each of the eight capabilities of a connected agency against leading benchmarks, providing a clear roadmap to advancing your agency on its journey to modernization. To get started with the diagnostic, **click here**.

The eight capabilities of a connected agency

Insight-driven strategies and actions

Harness data, advanced analytics and actionable insights with a real-time understanding of the customer and the business to shape integrated decisions.

Innovative products and services

Develop compelling value propositions on products and services to engage citizens and create economic sustainability.

Aligned and empowered workforce

Build a customer-centric organization and culture that inspires people to deliver on the mission and drive improved business performance.

Digitally enabled technology architecture

Create intelligent and agile services, technologies, and platforms, enabling the customer agenda with solutions that are secure, scalable, and cost effective.

Smooth interactions and commerce

Interact and transact with citizens and constituents across all services while achieving measurable results.

Responsive operations and supply chain

Operate the business with efficiency and agility to fulfill the mission.

Experience centricity by design

Design smooth, intentional experiences for citizens, employees, and partners,supporting value propositions and delivering business objectives.

Integrated partner and alliance ecosystem

Engage, integrate, and manage third parties to deliver wide-ranging citizen services, reduce costs, mitigate risk, and close capability gaps while delivering the mission.

Red Hat is a world-leading provider of enterprise open-source solutions

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KPMG specializes in the business of government. Red Hat specializes in the business of open technologies. Together, we help government agencies accelerate the digitization of their services in ways they never thought possible.

David Egts, Chief Technologist, North America Public Sector, Red Hat

KPMG and Red Hat help organizations navigate technological change – in an open way.

KPMG and Red Hat use open-source technology to break down the technology barriers and silos that exist both internally and inter-agency. **This cloud agnostic solution helps modernize costly, monolithic applications to help build efficient and secure connections between agencies.** This cutting-edge solution provides performance at the speed and scale of digital.

The technology is vendor-agnostic, meaning that agency leaders within government have the flexibility, freedom, and choice to migrate to or run any cloud platform. Whatever the choice of cloud. Wherever you are on your cloud journey; on prem, off-prem, hybrid or multi-cloud, Red Hat and KPMG can help.

Red Hat open source solutions connect to any system, anywhere and at any time. This modern technology approach to application delivery,when combined with KPMG IT consultancy services, helps deliver greater efficiencies, **improve communications,** drives stronger constituent engagements, reduce risk and lower operational costs so agency heads and their teams can focus on innovation. The technology allows you to move away from cumbersome legacy system applications to agile, flexible, and modular applications via microservices.

Application modernization provides the critical components to the technology foundations of a modern government. Open-source technology provides an innovative and flexible approach to modernize for today and the future, so constituents can trust and rely on the government services.

Red Hat technology – Develop once, deploy anywhere

Red Hat OpenShift is an open-source container platform utilizing Kubernetes technology that will help agency heads achieve:

A variety of infrastructure options because containers can run anywhere.

Consistency, which helps to drive operational efficiencies.

Lower costs by improving resources utilization.
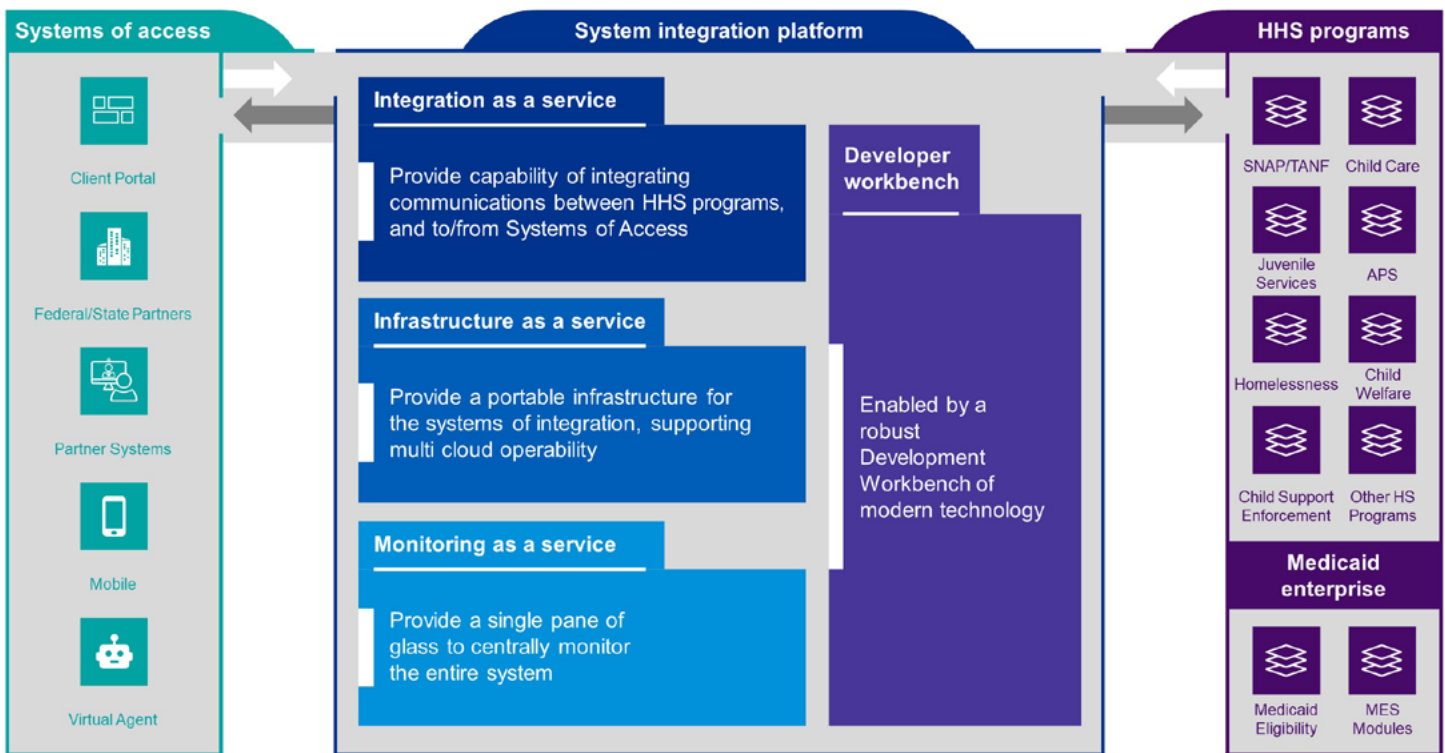
Enhanced security and scalability.

Reduced application complexity, which allows for more agile development using microservices.

Kubernetes is the de-facto standard for container orchestration and management.

Connected by open technology

Helping Health and Human Services agencies get to their future desired state with Red Hat open source technology

Systems of access
- Client Portal
- Federal/State Partners
- Partner Systems
- Mobile
- Virtual Agent

System integration platform

Integration as a service
Provide capability of integrating communications between HHS programs, and to/from Systems of Access

Infrastructure as a service
Provide a portable infrastructure for the systems of integration, supporting multi cloud operability

Monitoring as a service
Provide a single pane of glass to centrally monitor the entire system

Developer workbench
Enabled by a robust Development Workbench of modern technology

HHS programs
- SNAP/TANF
- Child Care
- Juvenile Services
- APS
- Homelessness
- Child Welfare
- Child Support Enforcement
- Other HS Programs

Medicaid enterprise
- Medicaid Eligibility
- MES Modules

The KRIS Connected Platform is an architecture that provides:

A turnkey system delivered as a managed service.

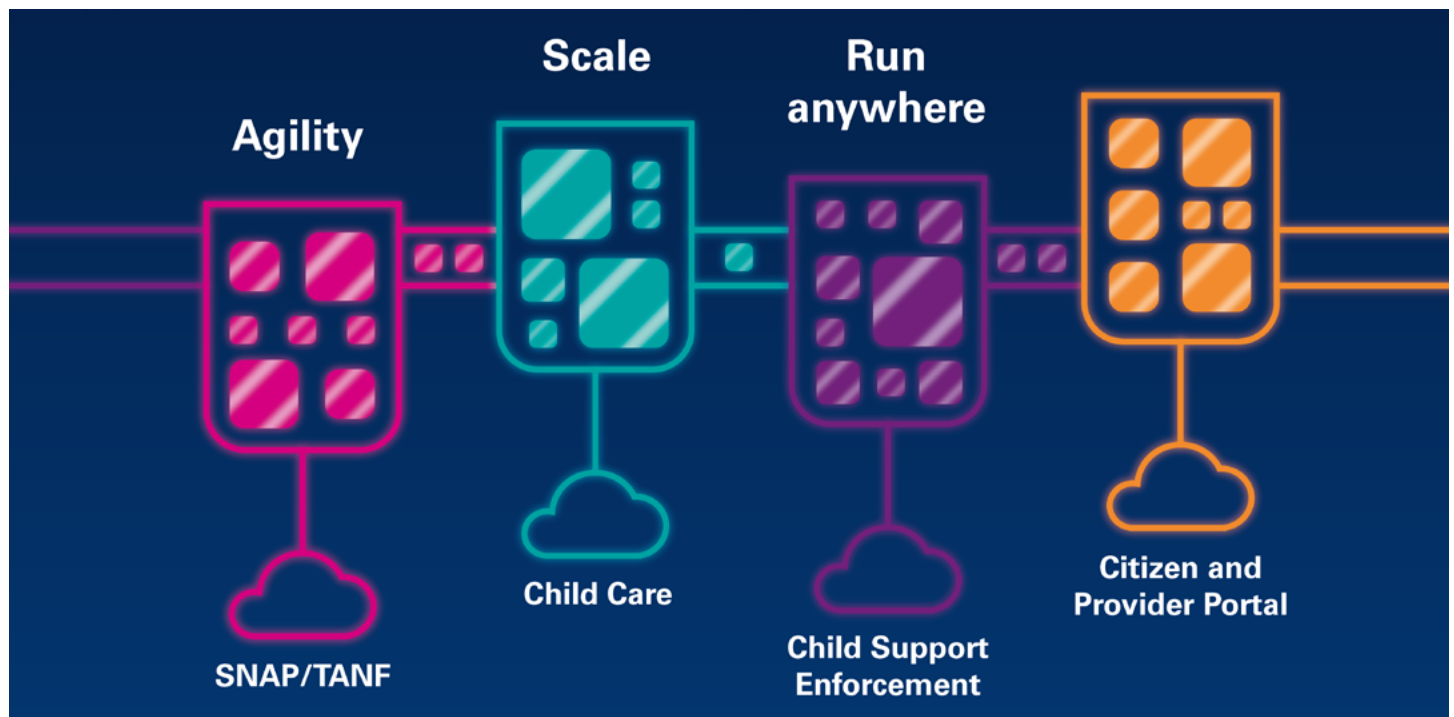Future-ready technology enabled by Red Hat OpenShift.

Tailor-made for health and human services needs.

Case study -
State of Tennessee

The Tennessee Department of Human Services is modernizing their legacy, siloed, on-premise systems to a more modern, integrated and agile infrastructure. The client wanted to design and implement their new Systems using an Enterprise Architecture Services Layer to support all the integration needs for SNAP, TANF, Child Care, Child Support Enforcement, Vocational Rehabilitation Services, and other human services programs.

The combination of domain expertise, IT consultancy, and services from KPMG, coupled with technology know-how, from Red Hat, resulted in the implementation of a secure, modern, and scalable shared service platform built using Red Hat open source components.

KPMG and Red Hat implement an extensive cloud transformation to meet the needs of customers.

The implementation of Red Hat OpenShift containers means that workloads can be easily shifted, data can be easily accessed at scale, and applications can be deployed quickly and efficiently across all clouds, in any environment.

Lean into the Alliance

Technology modernization plays a crucial role in the future of modern government. The combination of KPMG services, with Red Hat technology, will allow government leaders to take advantage of the value that this alliance can offer.

KPMG has worked with government organizations for more than 100 years. We have a deep understanding of the challenges faced by government agencies today, and we know how to overcome them. We work closely with governments at all levels – federal, state, and local – to help agencies modernize outdated technology and processes.

Our technology advisory services help identify the right approach for each agency based on their unique needs. Our professionals offer design and implementation support as well as strategy and governance.

KPMG

Red Hat is a world-leading provider of enterprise open-source solutions with vast experience in government at all levels. Red Hat has two decades of experience implementing open-source solutions in hybrid cloud infrastructure, cloud-native development, automation, IT optimization, and integration and was recently named a leader in multi-cloud container developed platforms by Forrester.

This powerful combination of services from KPMG, and technology from Red Hat, will give government agencies the confidence they need to accelerate their application modernization efforts.

KPMG and Red Hat see application modernization as part of a cloud transformation journey – one that unlocks future innovation. To learn more, *click here*.

The modern approach to a connected government.

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