
AWS
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WPS206

Learn how to migrate mission-critical systems to AWS

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How Georgia DHS is improving citizen experience via an agile and stable AWS environment

01 An overview of the Georgia and AWS collaboration

02 Georgia DHS mission, challenges, and approach

03 Our lessons learned

04 The roadmap forward

05 Open discussion

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Government customers share five challenges they must address

Limited access to data	Failure of legacy systems	Enable remote workforce	Citizen experience	Insufficient tech skills
				
Leaders need to make critical decisions and do not have a consistent way to access data or real-time analytics	Decades-old mission-critical systems and websites continue to be challenged to perform and fail under stress – leading to poor citizen experience	Government is still determining how best to operationalize a hybrid, remote, and younger workforce	Leaders want to move from “in line” to “online” – however, antiquated systems lead to long wait times and overburdened systems	Employees do not have technology skills to keep systems running and it’s challenging to find new future-ready talent

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How the state of Georgia led the way to transform government and address challenges head on



Leveraging technology to create efficiencies

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Improved citizen experience

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Reducing operational costs

Improve stability and availability

Provide the right services at the right time

Increase the pace of innovation

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The State of Georgia launched a “cloud first” strategy to create a foundation for government transformation

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Our mission is to strengthen Georgia by providing individuals and families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults



Through services and programs (Medicaid, SNAP, TANF, PeachCare for Kids, and Child Welfare), the Georgia DHS strives to fulfill its vision of creating **Stronger Families for a Stronger Georgia**, serving more than 2 million Georgians

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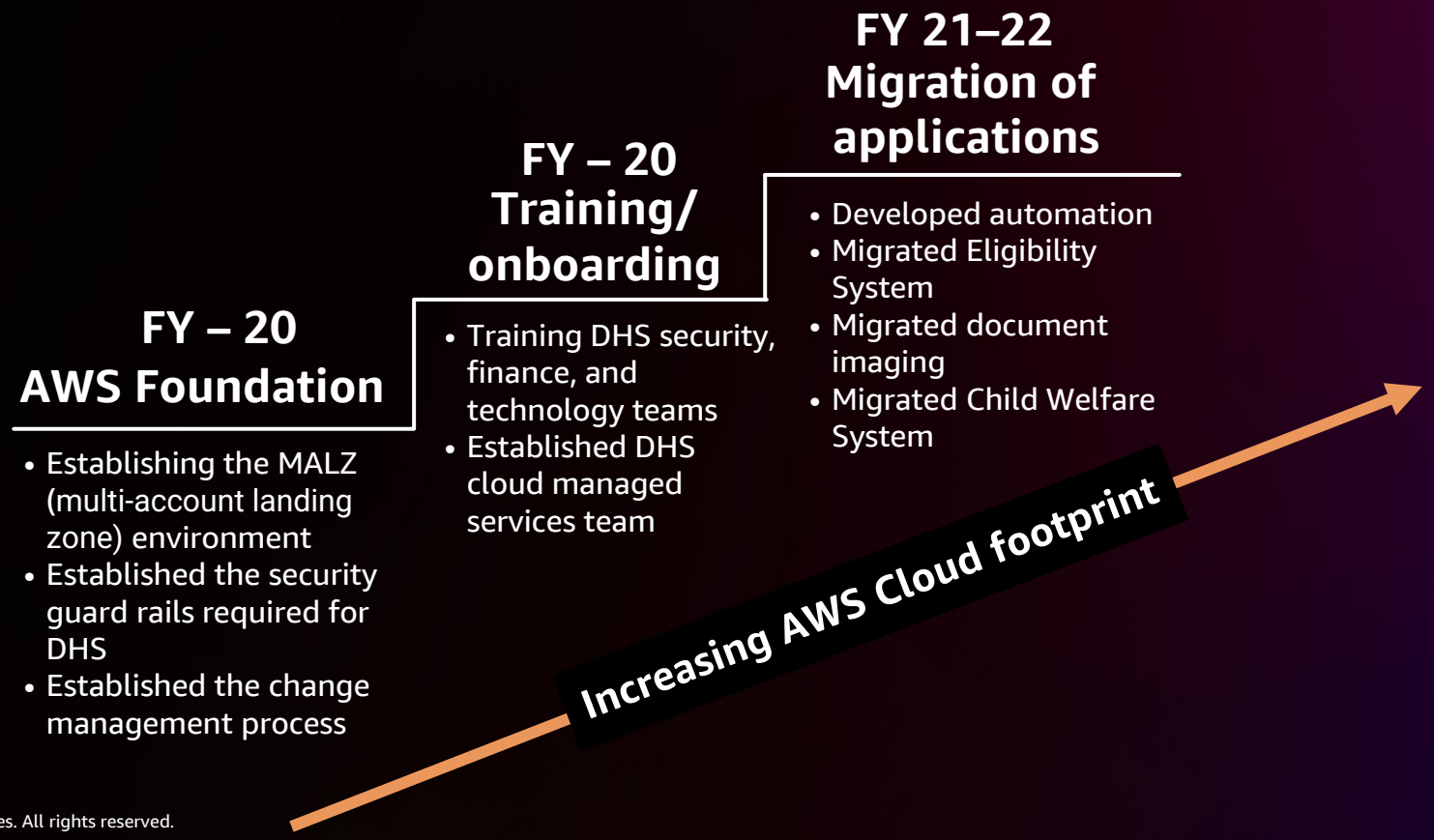
Georgia DHS had challenges that needed to be solved immediately

- Antiquated technology
- No cloud expertise
- Slow SLAs and service delivery
- Inability to scale
- Lack of disaster recovery with better RPO and RTO
- Absence of efficient security controls to support changing federal compliance needs

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Georgia DHS cloud strategy was a think big, start small, scale fast, multiyear approach

- DHS started with establishing a strong collaboration with AWS Managed Services (AMS)
- Trained and educated team member on cloud platform
- Migrated applications and continue to build new applications on the cloud platform as we innovate and operationalize



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The DHS journey with AWS will have a lasting impact on Georgians

50%

Improvement of batch processing times

2x

Improvement in time required to scale applications

100K

Concurrent citizens were able to login to the application in 15 minutes

14x

Improvement in recovery time objective

Over 2 million Georgian citizens are benefiting from the improved citizen experience and DHS journey

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Overview of lessons learned from our journey

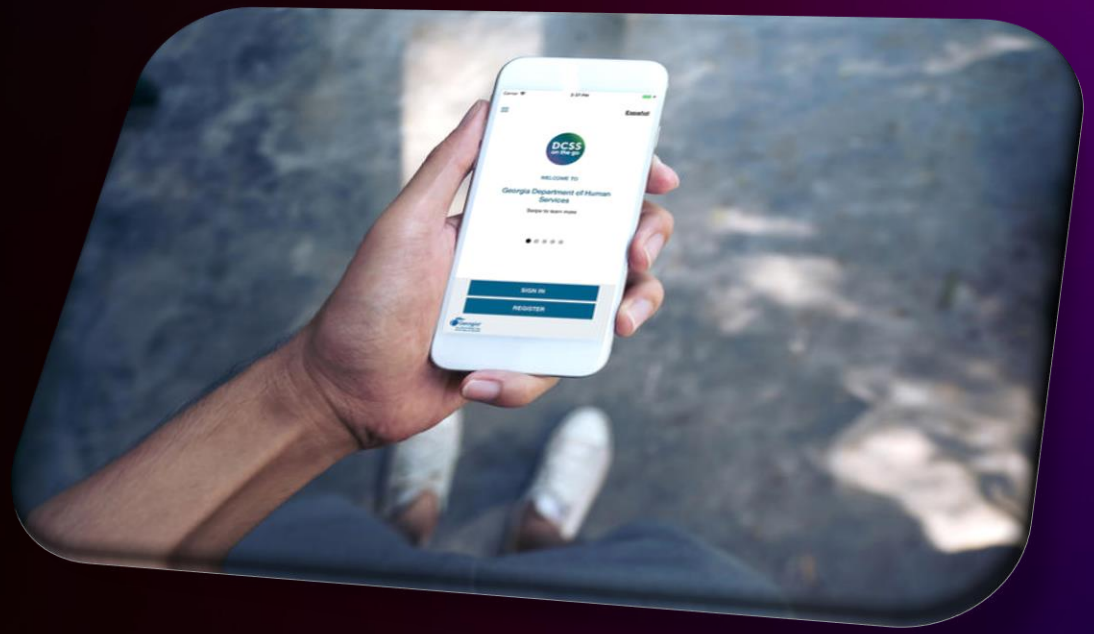
Plan and consolidate	Independent point of view	AMS is a game changer	Quickly train your team	Give yourself a window
				
Plan and consolidate environments before you migrate	Engage a third-party auditor early in the planning process	Engage AMS to provide the necessary cloud framework for migration	Train and educate team members in cloud technology	Plan production migration of applications over a long weekend to provide time for cutover activities and system validation

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DHS is only getting started in our modernization journey

- Migrating our legacy mainframe to AWS
- Continued migration of mission-critical applications
- Microservices architecture
- Continued enhancements to the citizen experience
- AWS Training and Certifications to enable our team



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Working backwards from the citizen experience to shape the government modernization journey



Leveraging technology to create efficiencies

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Improved citizen experience

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Reducing operational costs

The DHS modernization journey with AWS created a foundation for a statewide path to create a world-class citizen experience and resilient government

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Thank you!

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