Harnessing technology. Delivering change.

Accenture Public Service Technology Consulting
The role of the public service technology organization is evolving rapidly. IT was once a cost center isolated from the business. Not anymore. In the digital era, IT is increasingly a strategic driver of change. Yesterday’s focus on execution has become today’s focus on innovation and agility. But how can IT executives adapt to this role amid sweeping IT change?

The public service IT landscape is a study in contrasts. IT leaders must address the limitations of legacy systems such as aging infrastructure, complexity and skills shortages. At the same time, they must navigate the possibilities of today’s disruptive technologies—from digital to the cloud—while making investment decisions that anticipate advances in technology that are always just around the corner.

Orchestrating the dynamic mix of yesterday, today and tomorrow technologies is critical for public service organizations to boost efficiencies, reduce costs, meet customer demand and reinvent service delivery. It requires fundamental changes to technology, and also, to people, process and culture.
The public service landscape is evolving rapidly as the old world gives way to the new.
The New CIO Agenda

Every government and health organization must be digitally powered. As CIOs adapt to this new paradigm, there are big decisions to make—and big opportunities—ahead. Every public service CIO should be thinking about:

**Digital rotation.**
Pivoting to new technologies and building a digital first agenda to transform data into actionable insights and deliver value to customers.

**Cloud and virtualization agenda.**
Migrating applications and operations from legacy platforms to cloud, XaaS and other virtualized services.

**New IT and agile enterprise.**
Using new delivery models and tools to rapidly deploy products and services on new technologies.

**Application placement and governance.**
Allocating applications, technologies, people and processes across legacy and new to modernize and optimize platforms.

**Data security and privacy.**
Building a proactive approach to protect data—safeguarding customer information and driving competitive advantage.

**Workforce of the future.**
Infusing skills to support new technologies and grow future opportunities for the organization and staff.
We solve public service business challenges through technology innovation.

Accenture Public Service Technology Consulting approaches technology change in context. From planning through delivery, we bring business know-how and big-picture understanding to everything we do. That's how we help clients harness technology and the latest delivery models to build new capabilities, products and services. The goal? To drive the business of government forward at the speed of technology.

Seize new world opportunities

Public service CIOs are at the heart of the changing technology landscape. We work with them through our Technology Advisory Services/CIO Agenda practice to develop strategies to realize their goals and make smart investments.

We advise on top-of-mind issues such as balancing legacy investments with migration to digital and the cloud, adopting new IT, managing multi-speed delivery and operating models, evaluating vendors and platforms, and planning complex transformation programs.

Case in point: Accenture collaborated with the City of New York on its DataBridge project, which employs cutting edge analytical techniques to help the City increase public safety, deliver services more efficiently and protect its finances.

In addition to building a best in class analytical platform, the Accenture team worked with the City to implement the tools, processes and organizational structure to achieve fast and sustainable results from the platform.

The City can now use analytical insight to prioritize issues and better allocate resources, make decisions based on true need, identify fraudulent and high-cost activities, and identify patterns in data to prevent problems before they occur. Because the approach used to capture results is scalable and repeatable, the City is equipped to gain even greater value from analytics in the future.

Public service organizations need an enterprise technology solution that offers a flexible foundation to design, build, integrate and scale existing and new IT capabilities.
We work with IT organizations through our Advanced Technology and Architecture practice to optimize this foundation, offering industry-specific technology and security expertise. We focus on architecture planning, technology architecture delivery, performance engineering and DevOps delivery.

For example, the Centers for Medicare & Medicaid Services (CMS) selected Accenture to rescue, stabilize and enhance HealthCare.gov, the front door for the federal exchange created by the Affordable Care Act.

HealthCare.gov, as originally built, had technical debt built up from the technical complexity of the software. The Accenture team innovated and simplified the technical plumbing of HealthCare.gov and other related systems. Accenture saved CMS more than $4 million per year in software licenses, data center costs and other labor and reduced the number of servers required. The website is easier to maintain and extend and is now faster—response times went from roughly half a second to a quarter of a second.

In just six weeks, Accenture mobilized more than 500 skilled professionals to transition the project at an unprecedented speed. Within eight weeks, Accenture delivered significant technical improvements to the website, stabilizing it during the peak of HealthCare.gov’s initial enrollment period. This enabled millions of Americans to enroll in health insurance, many for the first time.

Delivery makes or breaks complex IT solutions. When public service organizations need skilled program management resources to deploy technology platforms, they can turn to our Complex Program Delivery practice.

We provide experienced program leadership and management, develop sound business cases and clear program requirements, and design and develop program-level testing strategies that scale and achieve business objectives.

Working with the State of California, we helped deliver the Fiscal Information System of California (Fi$Cal). This is a business transformation effort focused on bringing the state’s financial management into a single, integrated enterprise system.

The Fi$Cal solution includes a full service desk function to support production, complete with IT service management tools, and end-to-end support, application to infrastructure services. The system transforms how California handles bidding, purchasing and contracting, bringing data integrity, process improvements and modern technology into the accounting, budgeting, cash management and purchasing functions. Streamlining the customer experience is at the heart of this system implementation. Businesses can easily register with the system, create and maintain profiles, complete applications, receive notifications and track relevant opportunities. This ease and transparency is a win-win for the state and for the business community.
A trusted advisor for technology change

Accenture Public Service Technology Consulting is different because we work at the intersection of business and technology. Our focus is never on technology for technology’s sake. That’s not the way to develop strategies and solutions that last in today’s dynamic technology environment.

Whether projects involve small changes, sweeping transformation, or something in between, we start with our clients’ business challenges. From there, our teams work as trusted advisors, determining which technology solutions, assets and partnerships can help public service organizations achieve desired outcomes. Our strengths include:

• **Technical expertise.** From legacy systems to the latest digital tools and technologies, our people bring deep technical know-how to the public sector. Our areas of expertise include IT strategy, digital and analytics, cloud, infrastructure, application services, architectures and ecosystems.

• **Industry knowledge.** Our public sector experience runs the gamut—across all missions and functional areas and all levels of government. We are also well positioned to bring relevant commercial leading practices to the sector, tailoring them for its unique needs.

• **Delivery excellence.** Our work is backed by Accenture’s world-class delivery capabilities that combine global reach, industrialized assets and deeply skilled technology and industry professionals. The Accenture Global Delivery Network includes more than 270,000 professionals in more than 50 centers both onshore in North America and offshore.

• **Alliance partnerships.** We offer unbiased insight rather than push proprietary IT solutions. We have built many long-time strategic alliances with leading platform and technology vendors. Drawing on these relationships, we guide organizations to right-fit technology solutions that are the best choices for their unique needs.

• **Commitment to innovation.** Accenture has a deep corporate investment in research and development in emerging technology areas through our Accenture Technology Labs. We also make strategic acquisitions in key areas—such as service design and cloud most recently—to provide clients with cutting-edge IT capabilities. For example, the acquisition of Cloud Sherpas strengthened our cloud strategy and technology consulting, as well as cloud application implementation, integration and management services.

• **Transformation track record.** Helping organizations manage through the complexities of large-scale IT transformation is part of our DNA. Because we have “been there, done that,” clients can rely on us to shape and implement initiatives from strategy to execution to avoid common pitfalls and take advantage of leading practices.

Riding the waves

Technology never stands still. There is the constant ebb and flow of the old and the new, the traditional and the cutting-edge. Public service organizations that turn the promise of technology into performance—for the organization and for the people it serves—will embrace change. They will do things differently when it comes to IT, and do different things.

For most state and local government agencies, healthcare organizations, nonprofits and higher education institutions, these are uncharted waters. They know that the right technologies can reduce costs, streamline business and operational functions, and deliver mission outcomes in entirely new ways. A new future is there for the taking. Now public service organizations must unleash it.
For more information

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About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world’s largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 373,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.