

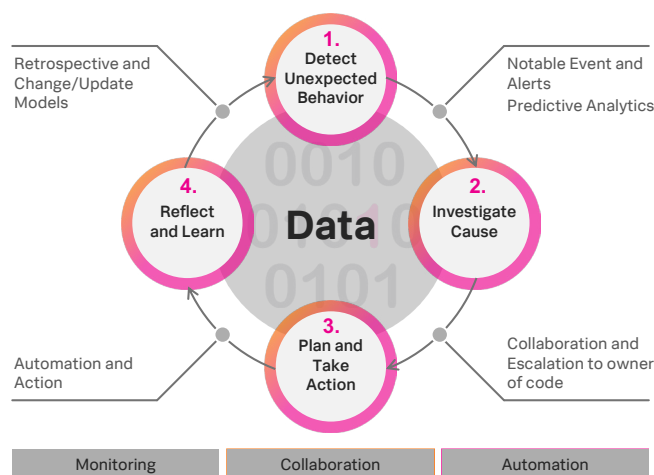
Splunk for Public Sector Digital Services

Prevent service health degradation for improved citizen experiences

Challenges in Public Sector Digital Services

Public sector organizations at all levels are under increased pressure to match commercial organizations in delivering highly available, high-performing digital services. Demands for digital services can vacillate dramatically, especially during periods of cyclical events like tax collection seasons, policy changes after legislative sessions, or unplanned emergencies, like natural disasters. The availability and performance of critical digital citizen services, such as those that support benefits, licensing, utilities, healthcare, and unemployment can sharply affect citizen experience and well-being. However, with the increasing complexity of digital service portfolios including everything from legacy systems to custom applications to sector-specific support applications, digital service managers, innovation specialists, and CIOs need more comprehensive visibility into the health of IT operations in real time.

Traditional approaches to monitoring are often siloed and generate too much alert noise to accurately indicate, signal, and elevate priority issues. Without more advanced insights into application service health, IT teams can often find themselves perpetually reacting to escalated incidents without sufficient context.



Splunk Enables Continuous Improvement of Critical Digital Services

Splunk provides continuous, full-stack visibility into the health of digital services, so that service owners can prevent issues from escalating into problems. Splunk's unique data platform and built-in machine learning enables public sector organizations to get real-time visibility into service health.

“Splunk allows us to continually improve the services we provide for the public at the same time as reducing our overall infrastructure costs.”

— Andy Callow, Head of Technology Delivery, NHS Choices

With Splunk, public sector organizations can reduce the number of incidents both by predicting outages before they occur and by extracting the signal from alert noise. When outages or performance degradation are spotted, Splunk provides fast root-cause investigation and incident response capabilities to dramatically accelerate mean times to resolutions. By adding automation and reducing noise, Splunk empowers public sector organizations to quickly respond to varying demands with less burden on IT staff so that service performance can be continuously improved while new digital innovations are accelerated.



Splunk IT Service Intelligence Dashboard

Public Sector Digital Service Use Cases for Splunk

Remote Work Service Availability

With the growing popularity of remote work environments, IT organizations need to ensure that remote public-sector employees can have seamless access to digital services to deliver on their individual missions. Splunk aggregates data from staff-facing applications to provide a consolidated view of staff service health.

Distributed IT Operations Centers

With more and more system administrators working remotely from the operations centers they support, especially during times of crisis, operational visibility and collaboration can be a challenge. Splunk provides end-to-end visibility, rapid root-cause analysis, and collaborative incident response solutions to accelerate investigations of and recovery from issues in distributed operations center environments.

Citizen Safety and Protection

During times of emergency, access to accurate and rapidly changing information can sometimes mean the difference between life and death. Splunk's easily customizable dashboards ensure that all agencies have a consistent, up-to-date view of the status of emergencies.

Citizen Application Monitoring Around Surges

Planned events and unplanned emergencies can place unpredictable demands on digital government services, such as license registrations, benefits collections, and unemployment applications. Splunk's built-in machine-learning can predict imminent outages before they occur, while also providing root-cause investigation tools to rapidly restore service.

Public Service Innovations

Public sector organizations can be hesitant to experiment with new digital services, such as telemedicine and distance learning, in face of budget constraints despite the need to continuously innovate for citizens. Splunk's solutions ultimately give public sector organizations the toolset they need to reduce costs, reduce risks and become more responsive and flexible to the needs of their citizens.

Situation

Faced with legacy systems and rising costs, the State of Louisiana embarked on an ambitious consolidation and modernization initiative.

Task

Leveraging a shared services model, agencies identified a set of common business services to monitor to improve overall service delivery performance.

Action

Derek Williams, Director of Data Center Operations, uses Splunk to proactively monitor the new set of business services to eliminate escalations and manual investigations.

Result

"Not only does Splunk save us money by freeing us from doing things manually with multiple systems, but it also enables transparency. Splunk gives the ability to show people exactly how things are being used and why."

Read about how Splunk can help public sector organizations at https://www.splunk.com/en_us/solutions/industries/public-sector.html



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