Case Study: Streamline and Simplify Defense Agency Workflows

Siloed processes make it hard for military leaders to act with assurance. To make faster, better-informed decisions, defense agencies may see the need for better visibility and interoperability in the workflows that support every aspect of operations, from warfighters in the field to maintenance operations to allocation of key resources.

Here we'll explore how a given defense agency would achieve this with an Impact Level 5 (IL5)-authorized National Security Cloud hosted on Microsoft Azure.

Challenge: Legacy Workflows Add Drag to Processes

As leaders looks to manage training, streamline repairs and better support warfighters, they might recognize that the legacy approach to workflow management is falling short in several key areas.

Agility: Existing approaches lack the speed, scale and agility to support fast-changing miliary goals at speed, across a large geographic footprint, with input from multiple internal organizations.

As circumstances change — whether because of a natural disaster, or geopolitical shifts — "the Defense Department (DoD) needs to be able to respond promptly," said Shamira Joshua, Principal Product Manager at ServiceNow. Agency leaders needed an approach that would allow them "to pivot really quickly, adjusting their workflows in a matter of days."

Security: Legacy technology presents potential security gaps in an increasingly adversarial cybersecurity landscape. With threats from both nation-states and homegrown bad actors, DoD is looking to elevate its cyber posture, and agencies can find that difficult to do working across disparate and siloed systems.

With on-premises solutions, "an agency might struggle to keep the servers up to date, apply patching, monitor for security vulnerabilities," Joshua said. Multiplied across a fragmented landscape of systems, this heavy lift exposed the agency to potential cyber shortfalls.

Efficiency: The existing on-premises approach can overtax a thinly stretched IT team. Agencies often find themselves devoting countless hours to the care and feeding of the technology, rather than focusing on how best to use it in support of mission outcomes.

Defense agencies need a solution that drives new efficiencies in IT operations. They need a way to free up that time and expertise, an approach that will empower IT to focus its energies on higher-level tasks rather than routine functions.

Future-proofing: Military leaders at all levels are looking to IT modernization as they seek to meet mission more effectively and at lower cost. Saddled with on premises-based workflows, an agency will find itself falling short of its IT-modernization ambitions.

As in civilian federal organizations, DoD recognizes that its agencies should be looking to take advantage of the speed, scale and agility inherent in the cloud. "DoD realizes that the way to modernize efficiently and cost-effectively, to gain new speed and agility, is with a move to cloud computing," Joshua said.

Agency leaders know they need to pivot. To future-proof their operations, they need a new approach that will support continuous innovation, while also optimizing total cost of ownership and mitigating against risk.

Solution: IL5-Authorized Cloud-Based Digital Workflows

Defense agencies need a solution that will streamline, simplify and consolidate their workflows in a way that is both more effective and efficient, and will support the agency's future-looking goals. And that solution should minimize the burden on IT teams, so that they can focus their efforts on creating innovative workflows and applications to serve the mission.

Here are some of the benefits of ServiceNow's IL5-authorized National Security Cloud hosted on Microsoft Azure:

- The solution delivers all the functionality of the Now Platform, the intelligent foundation that all ServiceNow products run on. The platform enables the agency to automate and connect the work that drives mission outcomes, making everything run faster, smoother and more efficiently.
- The agency gets a comprehensive platform for delivery of cross-functional integration, workflow coordination, always-on collaboration, along with continuous innovation and universal connectivity. With this approach, delivered in a secure and scalable cloud environment, the agency is able to knock down silos and tame the complexity of its IT operations.
- With the National Security Cloud — an IL5-authorized central platform that supports all frontline and back-office staff — the agency is able to get to the cloud faster and more securely. By leveraging pre-built controls, they are able to speed authority to operate, accelerating their cloud-adoption strategy.

With ServiceNow's IL5-authorized National Security Cloud hosted on Microsoft Azure, agency leaders can make faster, better-informed decisions.

"The DoD is looking for measurable impact that can be delivered quickly, in small increments. A workflow platform on a national security cloud is engineered to deliver just that," Joshua said.

A cloud-based workflow platform will give them maximum visibility and interoperability across all areas of the operation in support of mission outcomes. With a shared environment, they are breaking down siloes, and the cloud-based infrastructure frees up IT time and talent, empowering technology experts to focus their attention on adding value to the overall agency mission.

Best Practices in Secure Digital Workflows

Scalability:

They can take advantage of the agility inherent in a Software-as-a-Service approach to start small, spinning up pilot project workflows in order to drive immediate gains. With SaaS, the agency can implement pre-built workflows and see immediate impact.

Flexibility:

They can use the platform to become more responsive, adjusting on the fly to evolving circumstances. Circumstances shift all the time: battlefield priorities change, mission goals evolve. The agency can leverage the flexibility inherent in the platform to meet that need.

Enhanced Readiness:

They can leverage the platform to accelerate preparation and operational readiness, and to mitigate risk. For readiness, they can tap the real-time information and transparency across interconnected workflows that are readily available in the cloud-based platform.

With ServiceNow's IL5-ready National Security Cloud hosted on Microsoft Azure, DoD agencies get all the functionality of the Now Platform in a secure, scalable environment. This provides a comprehensive structure for delivery of cross-functional integration, workflow coordination, always-on collaboration, continuous innovation and universal connectivity across all DoD components, missions and programs. Learn more

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