

Innovation for life



State and local governments and education powered by the cloud

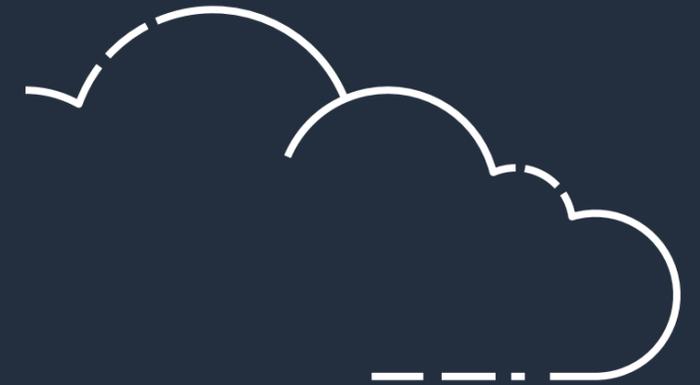


The cloud means **innovation for life**

The AWS Cloud helps provide citizens with easy online access to real-time information; works to ensure the justice system is available across multiple digital platforms; innovates in healthcare for new technology resources to find better solutions; drives efficiency in transportation even under duress; and helps ensure students have the tools they need to learn from anywhere, anytime.

Amazon Web Services (AWS) supports public sector by providing innovative solutions across verticals. With the AWS Cloud, even one small idea has the power to change an entire system, or even a city, and the potential to help the world.

In this eBook, you will get case studies and information to help you start your cloud journey.



Where will you go?

Cloud 101: Getting started with AWS

Health and human services: Improve service delivery

Justice and public safety: Protect and serve securely and efficiently

Transportation: Enhance safety and performance of transportation networks

Campaigns and elections: Improve voter efficiencies and security

Digital government: Operate at the speed of constituent expectations

Primary and secondary education (K-12): Make learning more personalized and accessible

Start your journey: Take the next step towards innovation



Cloud **fundamentals**

Cloud computing enables public sector organizations to focus on their missions, not their IT infrastructure. The AWS Cloud provides a broad set of infrastructure services, such as computing power, storage options, networking, and databases, delivered on demand and available in seconds with pay-as-you-go pricing.

Get familiar with these services and learn how to build your foundation.

Learn the basics

The AWS global cloud infrastructure is the most secure, extensive, and reliable cloud computing environment, offering over 175 fully featured services from data centers globally.

Learn more about our [global infrastructure](#) in more detail.



AWS for health and human services



Health and human services (HHS) agencies are using AWS to run mission-critical applications that administer healthcare and social benefits programs for millions of beneficiaries. Whether your focus is on agency modernization, building healthier communities, or transforming payment and care delivery models, HHS agencies are [turning to AWS](#) for cost-effective, scalable, and secure IT resources.

Scale services rapidly to constituents

In response to a dramatic surge in unemployment claims, Rhode Island set up a cloud-based contact center solution in 10 days which allowed nearly 75,000 residents to successfully file claims its first day live.

[Read the case study](#)

Make data-driven decisions

The Commonwealth of Virginia quickly repurposed their chosen AWS-based platform in response to COVID-19 which not only delivered real-time analytics but helped determine needed resources and their optimal distribution.

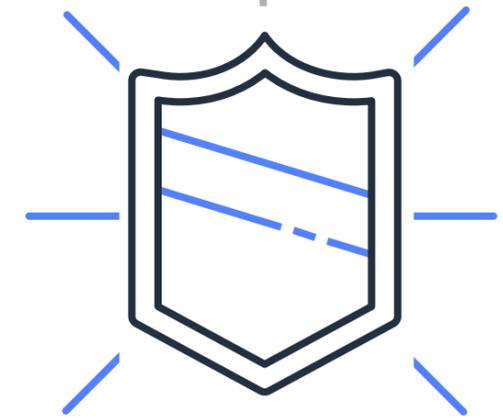
[Read the case study](#)

Build mission critical systems

Maryland Department of Human Services designed an integrated network on the AWS Cloud, which improved case worker efficiency and enabled the agency to design better assistance programs.

[Read the case study](#)

AWS for justice and public safety



From records management systems and body cameras, to next-generation 911 technology, AWS can help you tackle public safety data needs at every stage of the cloud journey. Dedicated to building programs for use by the justice and public safety community, AWS services support customer CJIS requirements by addressing the CJIS Security Policy Areas.

Safely store and manage data

After migrating to the AWS GovCloud (US), West Virginia State Police was able to cut application management time by 25 percent and scale to accommodate 11,000 application users while remaining compliant.

[Read the case study](#)

Aggregate data sets

Using AWS, Iowa City is able to predict and identify populations that would benefit from a pre-jail diversion program, better understand infrastructure costs, and use data to demonstrate improved outcomes.

[Watch the video](#)

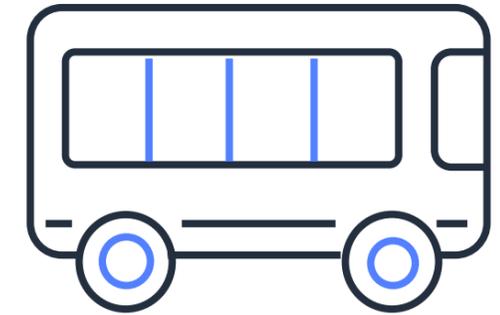
Migrate and develop critical apps quickly

The applicant review process for the Summerville County Police Department was manual and time-consuming until the agency implemented background investigation software on AWS to prescreen, investigate, and approve applicants.

[Read the story](#)

AWS for transportation

State and local government agencies are leveraging AWS to improve the safety and performance of transportation networks. Whether your focus is on agency modernization, resiliency, or cost savings, AWS has dedicated teams to help you pave the way for innovation and, ultimately, make transportation more safe, equitable, accessible, affordable, clean, and efficient.



Improve safety and reduce travel time

The City of Detroit implemented a remote traffic management system on AWS to resolve traffic problems in less than two hours instead of eight hours, reduce travel times by 30 percent, and improve emergency response times by 20 percent.

[Read the case study](#)

Enhance the traveler experience

Transurban, a transportation organization that manages the Capital Beltway and the interstate highways that surrounds Washington, D.C., went all in on the cloud to further their mission to strengthen communities through transport.

[Watch the video](#)

Modernize to increase system uptime and performance

Modernizing its legacy infrastructure would allow Elizabeth River Crossings (ERC) to avoid a costly hardware refresh, improve its resiliency and business continuity capabilities, and enable it to better serve the thousands of drivers who travel its roads and tunnels daily.

[Read the case study](#)

AWS for campaigns and elections

AWS securely modernizes and simplifies the primary functions that drive the elections process by enabling rapid deployment and effortless scaling of critical systems for customers who administer, promote, and protect the electoral process. Officials can focus on running elections rather than building underlying infrastructure, and the cloud cost-effectively supports their efforts to scale.

Reduce election administration, and scale up

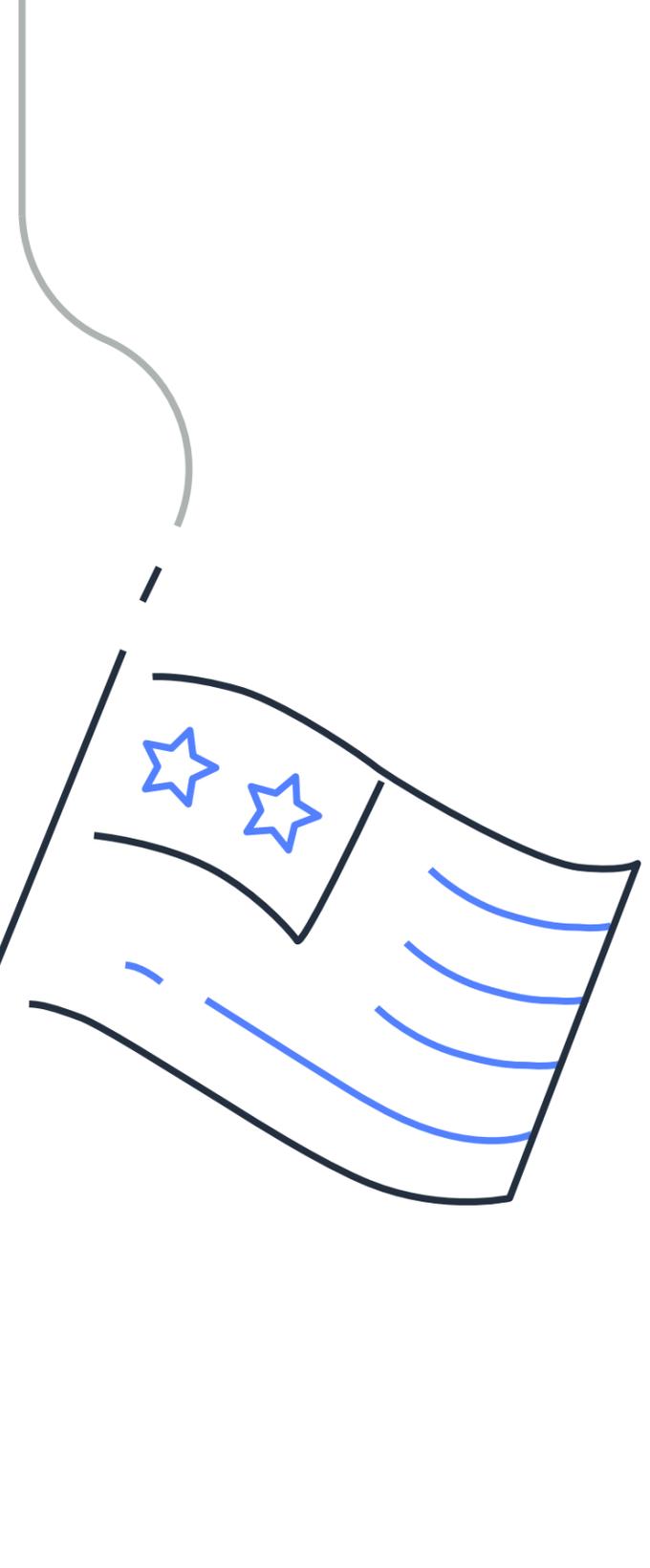
Alameda County developed an elections results application on the AWS Cloud that eliminated the year-round cost of maintaining server hardware, and flawlessly scaled to accommodate 3,000 users the night of an important election.

[Read the case study](#)

Improve voter engagement

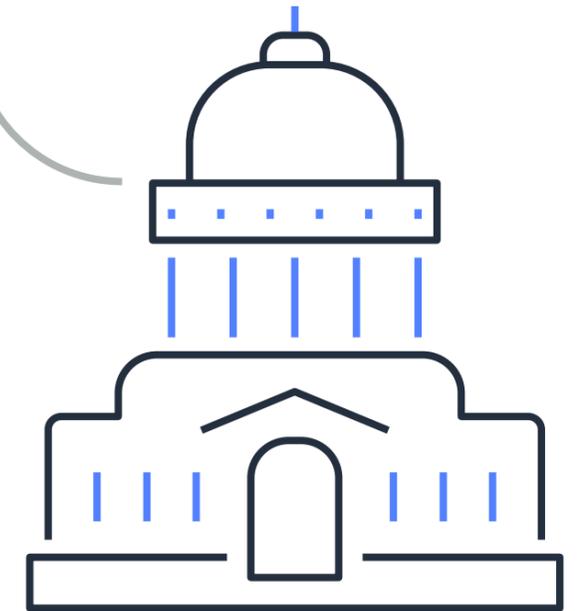
The state of New Hampshire uses Amazon Alexa voice technology to educate and keep citizens informed and reach the entire voter population including millennials, the disability community, and overseas military personnel.

[Listen to the podcast](#)



AWS for digital government

AWS works with public sector leaders to make their organizations operate at the speed of constituent expectations by transforming enterprise systems that power core business functions. This includes managing enterprise resource planning (ERP), issuing permits, processing payments, managing revenue systems, and analyzing government data.



Modernize operations

Portland Public schools and Arizona State University each migrated their ERP system to AWS, which enables staff to access education software from any approved device and helps IT teams focus on better serving teachers and students.

[Read the case study](#)

Improve response times

The city of Johns Creek reduced after hour voicemails by 90 percent, lowered receptionist call volume by 60 percent, and are able to deliver information to citizens twice as fast with the cloud.

[Read the case study](#)

Optimize ERP

80 percent of finance and ERP managers surveyed reported that their outdated ERP systems are holding back their organization, and 45 percent are preparing a business case for ERP modernization.

[Read the report](#)

AWS for K-12 education

The AWS Cloud frees schools and districts from the distractions of managing infrastructure, reduces risk, and improves digital equity so they can focus on students. With the AWS Cloud, schools and districts can access industry-shaping technology at an affordable cost, no matter the scale. From back-end data management to virtual desktops, AWS offers tools so that every student gets the attention they need to thrive.



Deliver anywhere, anytime access to learning

Fife Public Schools saved costs after setting up remote workspaces and app streaming. This also allowed them to deploy an entire lab in less than 30 minutes to students on any device, anywhere in the world.

[Watch the video](#)

Offer a hybrid approach to learning continuity

A New Jersey school district uses the cloud to deliver education both in-person and virtually, allowing staff and students to take advantage of productivity and collaboration services.

[Read the story](#)

Improve the classroom experience

Loudoun County Public Schools (LCPS) are able to focus on improving systems and workflow, and driving change for their classrooms and parents who now have better access to report cards and other student data.

[Read the story](#)

Data analytics and management

Chesterfield County Public Schools, a public school system in Virginia which spans 64 schools and enrolls over 63,000 students, uses machine learning on AWS to predict the county's rate of chronic absenteeism in high schools.

[Read the story](#)

Start your journey to the cloud

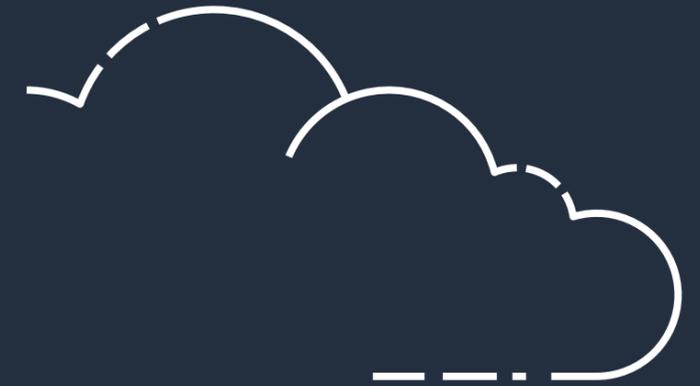
We hope this information has helped to show you that with the right support, anything is possible—no matter where you are in the world or the size of the idea.

But we've barely scratched the surface. There are more resources available online in our **Initiate Series hub** featuring best practices on everything from security to cost savings.

[Visit the hub](#)

If you want to know more about how AWS can help bring transformation to your city, or you'd like to explore your own ideas further with an AWS public sector expert, then let's start the conversation.

[Contact us](#)





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