



# Building Digital Workspaces to Meet the Needs of a Changing Government Workforce

## MARKET TRENDS REPORT



**CITRIX**  
Public Sector

# Introduction

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No longer can government employees be expected to tackle all of their responsibilities from a desk chair. Now, everything from emails to data-heavy applications needs to be available from anywhere – at any time and on any device.

While governments streamlining workflow processes for employees makes their lives easier, the choice to virtualize isn't one of convenience. Agencies have to virtualize to keep pace with accelerating citizen demands, which are molded by an increasing dependence on technology in day-to-day life.

Adding to the technology conundrum for governments are new programs that agencies are expected to adopt but might not have the bandwidth for. There are increasingly more Bring Your Own Device (BYOD) expectations, and governments already have to account for Internet of Things (IoT) data – without having the appropriate technology management procedures in place.

As governments already face a backlog of responsibilities, legacy technologies hinder public sector workers from serving citizen demands because of fragmented and complex workflows.

Not only do they segment the workforce and obstruct workflows, but legacy systems also pose grave security risks to increasingly vulnerable agencies. With legacy applications and desktops, agencies have more endpoints and less visibility into their most important assets – such as data.

For this report on how cloud-enabled digital workspaces can virtualize government workflows, GovLoop partnered with Citrix, a leading provider of digital workspaces through cloud environments. In the following sections, we'll show how governments can overcome their common workplace challenges through virtualization and explain what to look for when going to the cloud. We'll also gain insight from José Padin, Sales Engineering Director of the U.S. Public Sector for Citrix.

## BY THE NUMBERS

# Data Center Modernization in Government

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79%

of civilian agency IT spending will go toward maintenance and operation of legacy systems.

Source: IDC

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1/3

of the world's internet traffic flows through the FedRAMP program.

Source: FedRAMP

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\$83 billion

was spent for federal government information collection in the year as of December 2018.

Source: OMB

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13%

is the rate at which hybrid cloud adoption has increased year to year.

Source: GSA

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61%

of government IT and security leaders experienced a security incident on a mobile device despite having mobile security measures in place.

Source: Lookout Inc.

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85%

of government employees use personal mobile devices to access work-related documents, email and data.

Source: Lookout Inc.

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## THE CHALLENGE

# Legacy Workflows Don't Serve a Modern Government

Current workflows are inefficient, tedious and insecure. Over the years, government has purchased a menagerie of legacy technologies that are not compatible and have to be housed on different structures, digging itself into a technological hole.

With a tangled mess of legacy applications, employees' productivity is very limited. Communication is cut short between coworkers, and having to translate workflows from application to application considerably lengthens the process of deliverables. Employees, tied down to outdated workplaces and applications, struggle to get the job done.

Furthermore, while organizations have realized the shortcomings of their software and applications, they've been unable to break away. As data migrations away from legacy applications require agencywide cooperation and can directly affect other workflows, leadership has been reluctant to make the shift.

Diminished productivity is far from the only downside to legacy technology, though.

The existence of legacy applications housed on a variety of platforms leaves agencies with constant security concerns. Hackers have more endpoints to access, and legacy systems are more vulnerable to tech-savvy intruders than newer, single sign-on (SSO) technologies that verify the identity of the user.

Securing antiquated systems adds extra expense, but sometimes even additional investment cannot help. Without proper visibility across legacy applications, protecting a disparate array of endpoints is a serious challenge for government IT and security departments.

What was once a headache for managers in government has become a migraine. In 2018, legacy maintenance and upkeep accounted for 79 percent of federal civilian agency IT spending, leaving just 21 percent to new investments, according to IDC.

## THE SOLUTION

# A Digital Workspace Unified by the Cloud

Just as legacy technologies can lock employees into a system of inefficiency, digital workspaces can build collaborative, accessible workflows.

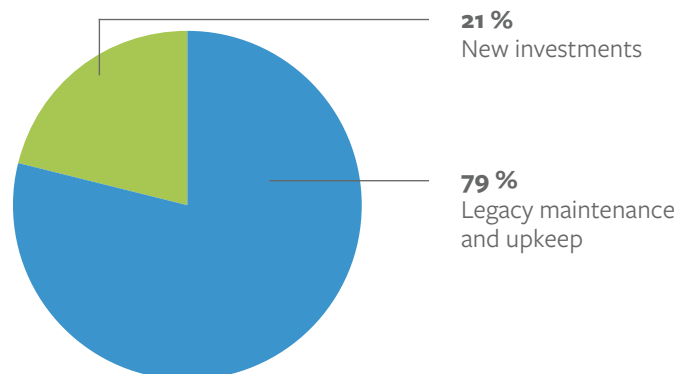
Digital workspaces are virtual – rather than physical or hardware-based – workspaces. With a secure digital workspace, agencies can make their applications and data available to any employee on any device in any location.

Application layering facilitates this capability by separating apps from the underlying operating system. Then, they can be managed once but delivered across multiple devices.

**With the right virtual application and desktop solutions, agencies can empower their mobile workforce. But to ensure security and operability, you also need to run your virtual workloads on a secure cloud environment, which saves valuable resources. Cloud solutions are easily scalable to new environments, require minimal maintenance by IT staff and reduce hardware expenses.**

Virtual apps and desktops are necessary components of the modern government workforce. They enable mobility and security, improve user experiences and enhance productivity. When they run on a secure cloud environment, virtual capabilities can transform the way agencies achieve their missions and keep pace with change.

### Federal Civilian Agency IT Spending



# BEST PRACTICES

## Leverage the Benefits of Digital Workspaces

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### 1. Evaluate current workflows

Starting off, identify day-to-day workflow inefficiencies at your agency. You might be surprised how many you find: manual data entry, hard-to-track files and wasted time are common pitfalls. Run analyses on replaceable man-hours spent on low-value tasks, such as data reentry, and opportunities for value-add tasks, such as data analysis. Then, see where new efficiencies could improve customer experiences.



### 2. Talk to your IT and security departments

Engage your IT and security departments to find out what applications truly cost the most to run and maintain and where consolidations are available. If you can consolidate and improve workflows up front, both current and future budget sheets will be easier to balance.



### 3. Explore cloud options

Chances are, the right cloud solution will be able to host much of the data that you were worried about. More than supporting data, however, see how workflows can be improved, and make sure that you're going with the right cloud solution. The ideal cloud solution will be scalable and flexible across environments. The ability to layer applications will foster a uniform, cohesive process.



### 4. Think forward

Although moving to the cloud can have a big impact, it's in no way an all-or-nothing proposition. The right cloud solution will be scalable, and there's nothing wrong with starting off with smaller and simpler workflows to tap into its potential. In doing so, you can evaluate the change management process of cloud adoption and evaluate possibilities for improvement, as well as look for future workflows that would be well-suited for cloud migrations.



### 5. Partner with industry

Industry partners not only give you the keys, but they'll show you how to drive cloud migration as well. Before adopting cloud, make sure you have the right service by asking for specific offerings and examples. While all cloud solutions should offer the utmost security and scalability, others will offer more in-house customizability at the expense of offered applications.

# Traditional vs. Digital Workspaces

Challenges With the Traditional Workspace	Benefits of Digital Workspaces
Multiple logins, fragmented access	Boost productivity with anywhere access, single sign-on
Broken IT governance and muddled visibility	Cut cost and complexity of application and desktop management with full oversight of applications and data
Different end-user experiences	Deliver a high-definition user experience on any device
Inconsistent security	Security and access are applied in a contextual manner, based on devices, networks, locations and user behavior
Expensive upkeep and maintenance cost of multiple legacy systems	Scale and improve cloud solutions centrally to fit agency needs

## HOW CITRIX HELPS

Citrix Workspace is built directly on Microsoft Azure Government Cloud and is FedRAMP High-authorized. It's specially tailored to meet the needs of U.S. local, state and federal governments.

With Citrix Workspace, entire workflows, along with necessary resources and information, can be made available across multiple platforms, while simultaneously ensuring that security is maintained no matter where information flows.

“For example, a worker inside the agency can open an app or file in a local web browser because Citrix Workspace knows that the worker is on a trusted network,” Padin said. “They can print, copy, paste and take other actions

with that file. That same worker can then access the same file later, from a different device at home, running on a different operating system. Security is maintained because the device and user are verified.”

With Citrix Workspace, agencies can use remote workflows to capture all of government's potential and move to a true digital workspace. The results can be shown across the board in employee productivity, bolstered security and efficient workflows. In moving toward all of those crucial enterprise gains, organizations can also cut costs and, most importantly, improve citizen services.

For more information visit [www.citrix.com/government](http://www.citrix.com/government).

# Conclusion

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The 21st century workforce is not confined to a cubicle. To truly serve its purpose, modern government has to be accessible anywhere – to employees and citizens.

Legacy applications get in the way of government missions by forcing costs to go toward maintaining the status quo instead of constant improvement and evolution. But a modern government – equipped with digital workspaces – can plug in and answer citizen demands from anywhere, given specific security measures and cloud-enabled resources.

It's no longer just a matter of convenience. Citizens expect the best from government, and in order to measure up to the mark of customer experience, governments need to innovate with new technologies. By thinking outside the box and going outside the cubicle, public servants can finally offer their citizens a world-class experience.

## **CITRIX®** Public Sector

### **ABOUT CITRIX**

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Citrix (NASDAQ:CTXS) aims to power a world where people, organizations and things are securely connected and accessible to make the extraordinary possible. Its technology makes the world's apps and data secure and easy to access, empowering people to work anywhere and at any time. Citrix provides a complete and integrated portfolio of Workspace-as-a-Service, application delivery, virtualization, mobility, network delivery and file sharing solutions that enables IT to ensure critical systems are securely available to users via the cloud or on-premise and across any device or platform. With annual revenue in 2015 of \$3.28 billion, Citrix solutions are in use by more than 400,000 organizations and over 100 million users globally.

Learn more at [www.citrix.com/government](http://www.citrix.com/government).



### **ABOUT GOVLOOP**

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GovLoop's mission is to "connect government to improve government." We aim to inspire public-sector professionals by serving as the knowledge network for government. GovLoop connects more than 300,000 members, fostering cross-government collaboration, solving common problems and advancing government careers. GovLoop is headquartered in Washington, D.C., with a team of dedicated professionals who share a commitment to connect and improve government.

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