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Modernizing government services with cloud-first transformation

Government

Business opportunity

As part of a broad initiative to improve citizen services and gain efficiency and agility with IT, the government of one European nation mandated that their IT organization establish a cloud-first foundation for modernizing user experiences.

With their private datacenter contracts expiring, the country's Department of Justice wanted to ensure that as part of their compliance efforts they could create a path to improving the online portals of judicial offices—including courts municipal courts, courts of appeal, embassies, and secretarial offices. Because the previous system had hindered self-service, citizens often endured delays, having to call offices and ask government employees to act on their behalf.

Technical challenge

The Department of Justice operated out of private datacenters in four national hubs. Multiple vendors were contracted to maintain the systems. Coordinating efforts across vendor teams made it difficult to govern IT programs with consistency, both in terms of costs to the government and quality of services delivered to citizens.

Lack of integration prevented setting up continuous development and improvement workflows, keeping the organization focused on business-as-usual and delaying updates and new services. IT leaders also lacked access to new technologies (e.g., machine learning/AI, IoT, data analytics), limiting options to innovate.

The Department of Justice needed a single partner to plan, implement, manage and govern their move to the cloud. The implemented solution had to abide by the country's data privacy regulations.

Our solution

Together, the Department of Justice and Kyndryl designed and implemented a solution that migrated over 500 workloads from the four existing datacenters to Amazon Web Services (AWS). After readying key parts of the infrastructure for migration as virtual machines (VMs), the team quickly lifted and shifted all VMs using the Application Migration Service. They also replatformed databases as faster AWS alternatives. After migration, to gain finer control over costs by strategically throttling use of cloud resources, the team refactored and redeployed some applications as microservices.

Finally, the team deployed the solution in three different AWS availability zones, with firewalls configured to control inbound and outbound traffic to comply with data residency regulations.

The power of partnership

With private datacenter contracts expiring, the team selected AWS because it could best accelerate their journey to cloud, and for its proven scalability, reliability and cost-effectiveness. Services used as part of the solution included:

- Amazon VPC
- AWS Transit Gateway (TGW)
- Amazon EC2
- Amazon S3
- Amazon RDS
- Amazon EKS
- AWS Backup
- AWS CloudWatch
- Amazon SNS
- AWS IAM
- AWS CloudTrail
- AWS Route 53
- AWS WAF
- AWS Certificate Manager
- AWS KMS
- AWS MGN
- AWS DMS

What progress looks like

The team completed the migration and other work within 6 months and with no disruption to public-facing services. The new cloud-first foundation also enables the team to implement a DevOps program for updating features that continuously improve user experiences.

What's your next digital business challenge? Let's tackle it together.

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