

# PUBLIC SECTOR AVAILABILITY DURING PANDEMIC SITUATIONS

Why IT Readiness Is Crucial



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# INTRODUCTION

Information technology (IT) plays a crucial role in the battle against the novel coronavirus (COVID-19) pandemic. Using a reliable, agile, and resilient IT infrastructure, public sector organizations can ensure seamless and round-the-clock delivery of public services despite the paralysis of various supply chain elements due to lockdowns and social distancing measures.



But as the World Economic Forum puts it, "governments are the dinosaurs of the digital age: slow, lumbering, and outdated." Their legacy IT infrastructure may not be pandemic-ready, and this can greatly affect efficiency during a health crisis.

In this white paper, Dynamic Systems Inc. discusses why IT readiness is crucial for addressing pandemics and how the public sector can supercharge their IT infrastructure so they can deliver seamless public services to people amid a pandemic.

# ADDRESSING A PANDEMIC IN THE “ALWAYS-ON ERA”

Like previous health crises such as SARS and MERS-CoV, the novel coronavirus (COVID-19) pandemic spurs government services innovation, obliging decision makers and administrators to reinvent their strategies and policies so they can act nimbly to a pandemic situation, minimize its social and economic repercussions, and prepare for what's next.

But unlike before, the public sector also needs to cater to the digital demands of the hyper-connected, always-on public, particularly in developed and developing countries.

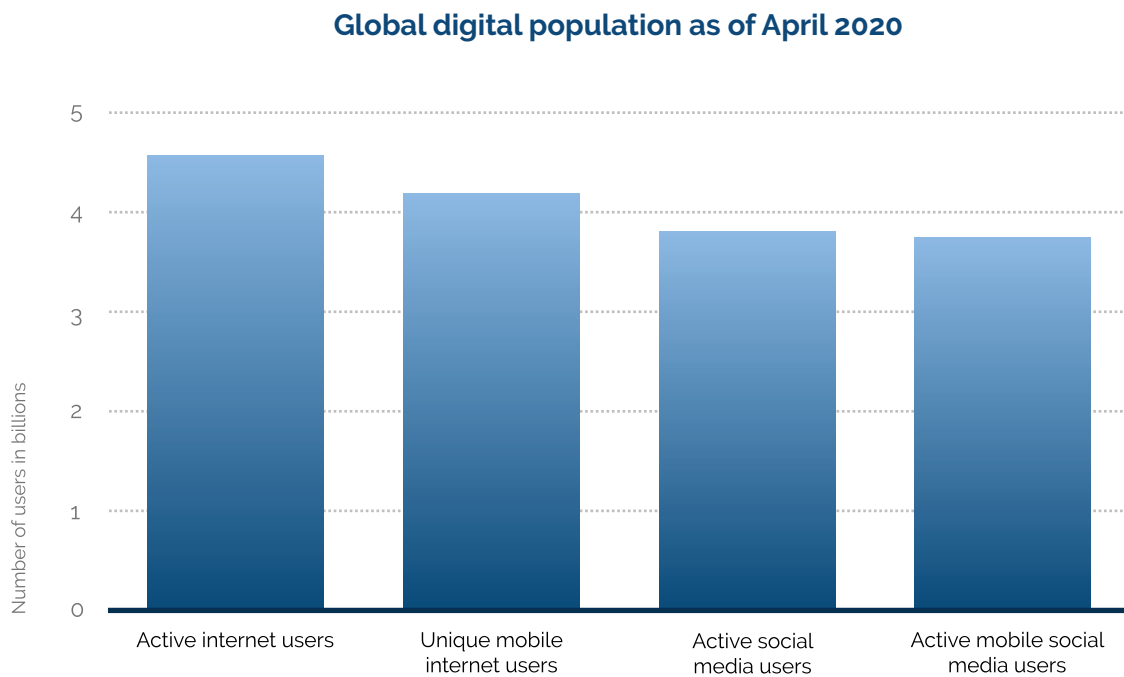


Figure 1. The Hyperconnected Public

Digital citizens expect government organizations to be always-on and able to give them round-the-clock access to public services and trusted information. They want the government to be present on virtually all media and social media channels; answer their queries in real-time; and engage with them whenever, wherever.

# THE NEED FOR A PANDEMIC-READY IT INFRASTRUCTURE

Aside from building robust physical infrastructures (such as roads and quarantine facilities), public sector organizations should also build a reliable IT infrastructure in order for them to successfully protect and provide for citizens during a pandemic. They must optimize their IT infrastructure — make it reliable, agile, and resilient.



## Reliable

According to [Deloitte](#), during the [COVID19] pandemic, “citizens look to their governments for information, guidance, and leadership.”

The IT infrastructure must be reliable enough — up and running 24x7 — so public sector organizations can deliver seamless information, healthcare services, and other essential services during the pandemic.



## Agile

The impact of the COVID-19 pandemic and how it will end is unforeseeable. Likewise, citizens' pandemic needs can be unpredictable.

The IT infrastructure must be agile enough to help the government adapt, keep pace with the uncertainties, and recover from the pandemic



## Resilient

In today's digital age, IT is the backbone of the government. For public sector organizations to be more efficient, the IT infrastructure should be resilient. It should be safe and protected from any form of attack and able to recover from unexpected disruptions. The IT infrastructure should also be constantly innovated to endure any pandemic.

The COVID-19 pandemic magnifies the limitations of government IT infrastructure, and at the same time, introduces new challenges and scenarios including the following:

- **Telecommuting.** Many government employees are allowed to telework as part of the [government's contingency plans](#). Failure to give remote workers IT support can affect their ability to provide public services.
- **Cybersecurity.** Despite the crisis, cybercriminals are still actively compromising IT systems and devices. The Federal Bureau of Investigation (FBI) [sees a rise in COVID-19 related frauds](#) such as fake CDC emails.
- **Health service response.** Government health services are under extreme pressure to flatten the curve and buy scientists time to develop the cure. IT organizations are harried to provide the necessary IT capabilities and functionalities to ensure five nines reliability of health service response.
- **Data management.** Inherently complex data management has become even more intricate during the pandemic. As data curators, public sector organizations must ensure they get the most out of data by developing and implementing new data management and analytics tools and ensuring the seamless flow and security of data across several networks and devices.
- **Skills gaps.** Public sector organizations are fighting a novel pandemic that requires new technology approaches. But talent gaps can hinder the public sector and IT organizations to meet new and surging demands.
- **Uncertainties.** It can be particularly difficult for IT to play catch-up with unexpected events that this pandemic brings about.



## HOW CAN PUBLIC SECTOR ORGANIZATIONS OPTIMIZE THEIR IT INFRASTRUCTURE SO THEY CAN OVERCOME THESE CHALLENGES?

While there is no single recipe for creating a pandemic-ready IT infrastructure, it can be helpful to know the practical steps public sector organizations can take to supercharge their IT infrastructure, including the following:

- Manage all data in secure cloud environments to facilitate and ensure round-the-clock data access, communication, and collaboration regardless of new work setups.
- Use third-party innovation labs that offer rich and exclusive resources for product assessment and adoption needs. This can be more cost-effective than building one or revamping/upgrading your own innovation lab.
- Leverage Enterprise Compute and Security Services to take the complexity and uncertainty out of the environment while reducing costs and improving productivity.
- Ensure business continuity with flexible and scalable Support Services that provide a single point of accountability for more simplified IT management.
- Get expert Professional Services to fill the talent gap and get expert consulting to provide an outside perspective.

## FINAL THOUGHTS: HOW TO THRIVE IN THE POST-COVID-19 ERA

The COVID-19 crisis will eventually subside. But the next global disaster can come anytime after this crisis. It is not a matter of "if" but "when." In addition, the needs of government workers and citizens change with the times. The approaches public sector organizations use today may not be effective tomorrow.

The government must invest in a pandemic-proof IT infrastructure that allows it to respond to the crisis, recover from it, and thrive in the "new normal."


We at Dynamic Systems Inc. deliver proven and comprehensive IT consulting, data management, and IT services to help public sector organizations fool-proof and future-proof their IT infrastructure so they can be always-on during — and thrive after — a pandemic.

# ABOUT DYNAMIC SYSTEMS

Dynamic Systems provides technology solutions that make data management simple. We work closely with our clients to understand current challenges, long-term goals, and budget requirements – then combine best-in-class hardware, software, services, and support to streamline maintenance and optimize performance.

Since 1991, Dynamic Systems has built a solid reputation as the IT experts of choice with a relentless focus on customer satisfaction and a strong understanding of our clients' core requirements. Our cleared resources, financing options, and contract vehicles make it very easy to work with us, particularly for our government and education customers. With enterprise-class resources, partnerships, and state-of-the-art facilities, we provide IT consulting, product advice, and training you need to succeed.

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