

USING THE RIGHT TOOLS AND APPROACH TO LEVERAGE DATA STRATEGICALLY



In this Q&A, **Kieran Taylor** (left), head of marketing for AI operations at Broadcom, and **Chip Mason**, product management, mainframe security at Broadcom, discuss how state and local government agencies can take advantage of the opportunities that come from leveraging data across an expanded infrastructure.

Where is the biggest potential for state and local governments to leverage data to improve performance and service delivery?

Kieran Taylor: The biggest potential is to transform government by bringing all data and processes together to get a unified view of the user experience and deliver value in the moment — whether that data is on-premises, in the cloud or in the mainframe. There is also great potential for leveraging AI and machine learning to offload some of the more common manual tasks related to this data and data processing and get to actionable insights more quickly.

What key challenges do state and local governments face when building or expanding their

infrastructures to accommodate new sources of data?

Kieran Taylor: We sometimes refer to this as the four Vs: variety, volume, velocity and veracity of data. How do you assimilate a wide variety of data formats? How do you process a high volume of data? How do you keep up with the velocity of change and very ephemeral infrastructures? How do you know that data is accurate and can be trusted?

How can organizations approach infrastructure modernization and expansion to take advantage of all the data coming in and deliver services quickly, intelligently and cost-effectively?

Chip Mason: It's critical to understand the benefits of the technologies being considered and

leverage the appropriate infrastructure for the task at hand. In our experience, a hybrid approach that uses each technology for what it's best at is often the most successful — whether it's using the mainframe for its exceptional connectivity, using the cloud for its ease of use, running portions of cloud or big data projects on-premises, or doing some portions in mobile and having back-end data systems do the calculations. We now have advanced API tools and accessibility standards that can help organizations easily develop interfaces between older systems such as mainframes and the tools and services they want to provide — whether they are cloud, mobile or something else. These tools often provide a quicker, simpler way to leverage what the organization already has.

What advice do you have for agencies as they modernize and expand their infrastructures to enable the collection, transmission, storage and analysis of data coming from edge computing, cloud and other emerging models?

Kieran Taylor: First, locate all the data collection points in your digital delivery chain; understand how you can get access to the data and how you can get the data into a central data lake where it can be normalized. Second, implement technologies such as AI and machine learning to improve access to and processing of the data. The more advanced out-of-the-box AI and machine learning solutions can automate common remediation and optimization tasks, and therefore speed up the rate of transformation.

Chip Mason: I would add there is also an inherent cybersecurity risk when you're moving data around and don't know exactly what the content of the data is or its sensitivity. It's important to conduct a thorough analysis before moving that data.

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