



Empowering the government's earliest adopters

To fully experience multi-cloud's benefits, agencies must support the innovators in their ranks



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MULTI-CLOUD ENVIRONMENTS offer efficiency and innovation, which benefits government agencies, their stakeholders and ultimately taxpayers. Fully unlocking the innovations that cloud makes possible requires agencies to change some aspects of how they operate.

For instance, traditional models for technology adoption and acquisition must be reevaluated so that agencies can keep pace with the breakneck speed of change in technology. In addition, IT leaders need to find ways to apply governance and policy across many different clouds.

Agencies can also make the most of

multi-cloud's benefits by supporting their earliest adopters.

Using automation to unlock innovation

Multi-cloud environments offer agencies the opportunity to go beyond simply managing data to analyzing it for valuable insights and better decision-making. Cloud technology was created to deal with the exponential increase in data collection and the increasing demands for storage. In other words, cloud was developed to handle big-data challenges.

Furthermore, cloud technology offers tremendous opportunities for agencies to

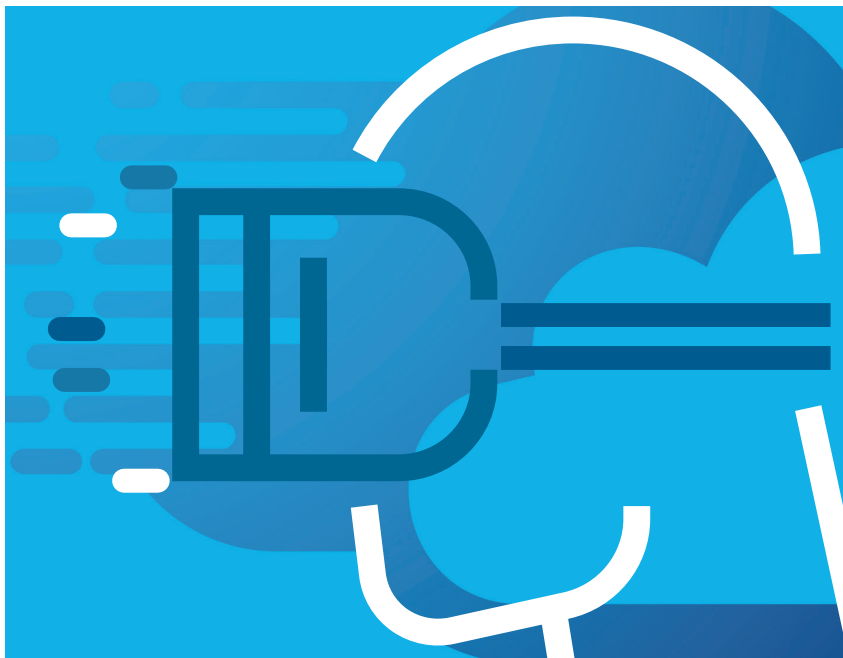
off-load some monotonous day-to-day IT management tasks in favor of higher-level activities. If there are only a handful of people in an agency's IT organization, they could spend all their time creating new storage clusters and provisioning that storage as data collection increases. If an agency can leverage the automation that comes with cloud to store and replicate data and then make sure that data is backed up and protected, the agency can enable those individuals to focus on true data analysis, data science and data discovery.

Some government agencies are already adapting to these rapid changes by empowering innovators inside the organization as pathfinders and scouts who are looking for new and creative ways to solve challenges and improve citizen services.

In his 1962 book "Diffusion of Innovations," Everett Rogers suggested that in any given organization, 2.5% of members will be innovators. They are the people who think about the world differently and try new things. They are the earliest of adopters. Rogers was looking specifically at how farmers and others in the agriculture industry adopted technology, but much of his work is relevant to today's technology issues.

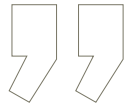
Best-of-breed approaches to problem-solving

Agencies with large workforces have the potential for a correspondingly large number of innovators. For instance, if





Agencies must find ways to leverage the skills and interests of innovators and then **manage the risks that come with trying new approaches.**



2.5% of the Defense Department's 3.2 million employees are innovators, that means 80,000 people could be creating paths to what's new and possible.

Agencies must find ways to leverage the skills and interests of those innovators and then manage the risks that come with trying new approaches. They must be able to rapidly test, experiment, iterate and change direction if one of those innovative opportunities doesn't pan out — and keep testing until they

discover something that works.

Many people are working hard to solve problems in government. They should take the time to occasionally get outside their offices or agencies to see how others are tackling the same challenges. During the pandemic, conferences and other opportunities to share ideas within our professional networks were put on hold, which stalled many forms of collaboration. Therefore, innovative

thinkers in government and industry need to proactively reach out to colleagues who are also thinking about challenges a little differently.

Just as they do in their multi-cloud environments, agencies should have a mix of best-of-breed approaches to problem-solving and innovation. ■

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