Do what matters

Streamline government processes

Make service more accesible

Reaching underserved people

Microsoft Fabric for Government and Public Services Guide

We need to talk

Before AI enables you to talk with your data
you need to talk about your data

We are in that liminal space of innovation: after a new technology wows us with its promise but before it becomes integral to our new ways of working and living.

We have seen some of what AI can do, but its true potential lies ahead, when we can use it to coalesce data from disparate sources, use that data to accelerate processes and collaborate with humans harnessing the data to create new and better ways to get things done.

Bottom line: To achieve your AI aspirations, you need a strong data foundation.

Microsoft Fabric promises to be a powerful tool for unleashing the power of AI and data-driven decision-making. It brings the opportunity to unify all data on one platform, including data integration, data engineering, data warehousing, data science, real-time analytics and business intelligence. The data could all be hosted on a lake-centric software-as-a service (SaaS) solution that draws from the multiple solutions and clouds most government and public service agencies are currently working with.

More teams will be able to glean insights with data pulling from a single source of truth, enabling them to process, analyze and converse with data faster and more easily than ever. And Microsoft's open foundation with built-in governance and security will connect them to the unique clouds, tools and services they need while maintaining the stewardship to establish trust in data across their agency. With a data foundation this robust, public agencies will be able to build all the AI superpowers they can imagine.

We see tremendous potential for the public sector with Microsoft Fabric, where agencies are often awash in data but without the time or people to make sense of it.

Imagine having the ability to use natural language queries to glean demographic trends, economic indicators within precise geographic areas, or even public sentiment around a specific issue. Or being able to accelerate processes and automate dashboards and reports with much greater detail than a team of humans could do. Let's say you needed to alert a select segment of businesses to a tax code change and process their payments differently going forward. What might have been a manual search prone to errors could be a fully-automated and accurate process.

With Copilot features being integrated into Microsoft Fabric, a simple text chat conversation could generate insight that allows a policy maker to characterize the increase of population in an area and the services they will require.

The conversation before the conversation

The beauty of this liminal space is that it offers CIOs and CTOs time to prepare for what's to come and ensure their agencies are ready to take full advantage of the benefits Fabric will offer. And that will require conversations within IT and across the business. Here are some suggested ways to get those conversations started:

Modernize

Think about the complexity behind a simple conversation. Both parties need to share a common language, each must have information and there has to be context in which they can exchange that information. It's something of a miracle we can communicate at all! Yet we don't even think about the complexities of human interaction-we just converse.

Having a conversation with data is not so intuitive. Data are likely stored in a variety of formats in many different places across an agency's IT infrastructure. (Like people speaking many different languages.) There may be legacy apps clogging the infrastructure. (Like trying to talk to someone amid too much background noise). And, if your agency hasn't yet migrated to the cloud, you may as well be communicating via fax.

Therefore, the first conversation to have in your organization is your strategy to modernize your data ecosystem and IT infrastructure.

Microsoft Fabric should be one key topic, but be sure to incorporate the needs from across the agency to create a full set of priorities and a comprehensive modernization strategy.
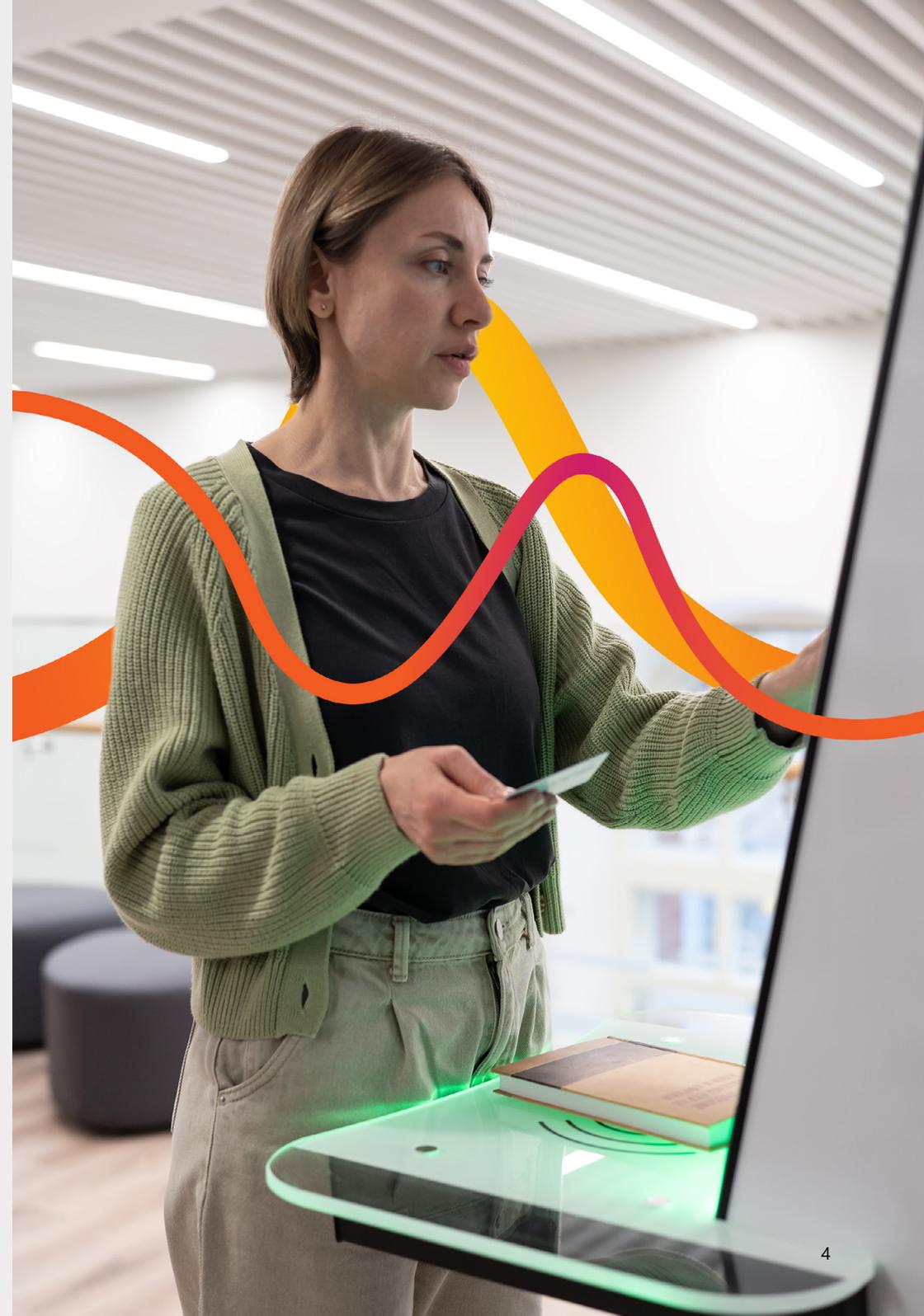
Optimize

Once you are in the cloud, you still need to be sure you're using your digital core to its best advantage. For too many government bodies, moving to the cloud opened up so much space and processing power that things quickly became rather, well, cloudy. Redundancies, security issues, technical debt- all these things can be weighing down your cloud's ability to deliver on the promise of the cloud environment, Microsoft Fabric and enterprise AI.

Getting insight, understanding and planning for maximizing your cloud's potential doesn't have to be a convoluted process. Tools like Avanade Cloud Impact use machine learning to assess an organization's cloud environment, benchmarking it against industry and other standards.

Our early work with <u>Avanade Cloud Impact</u> has unlocked cloud spending of, on average, **22% for around 100 clients so far, with some clients realizing up to 50% savings.**

Cost optimization, tech debt, risk reduction, sustainability-these are just some of the lenses that we can use to analyze cloud performance to identify ways for improvement.
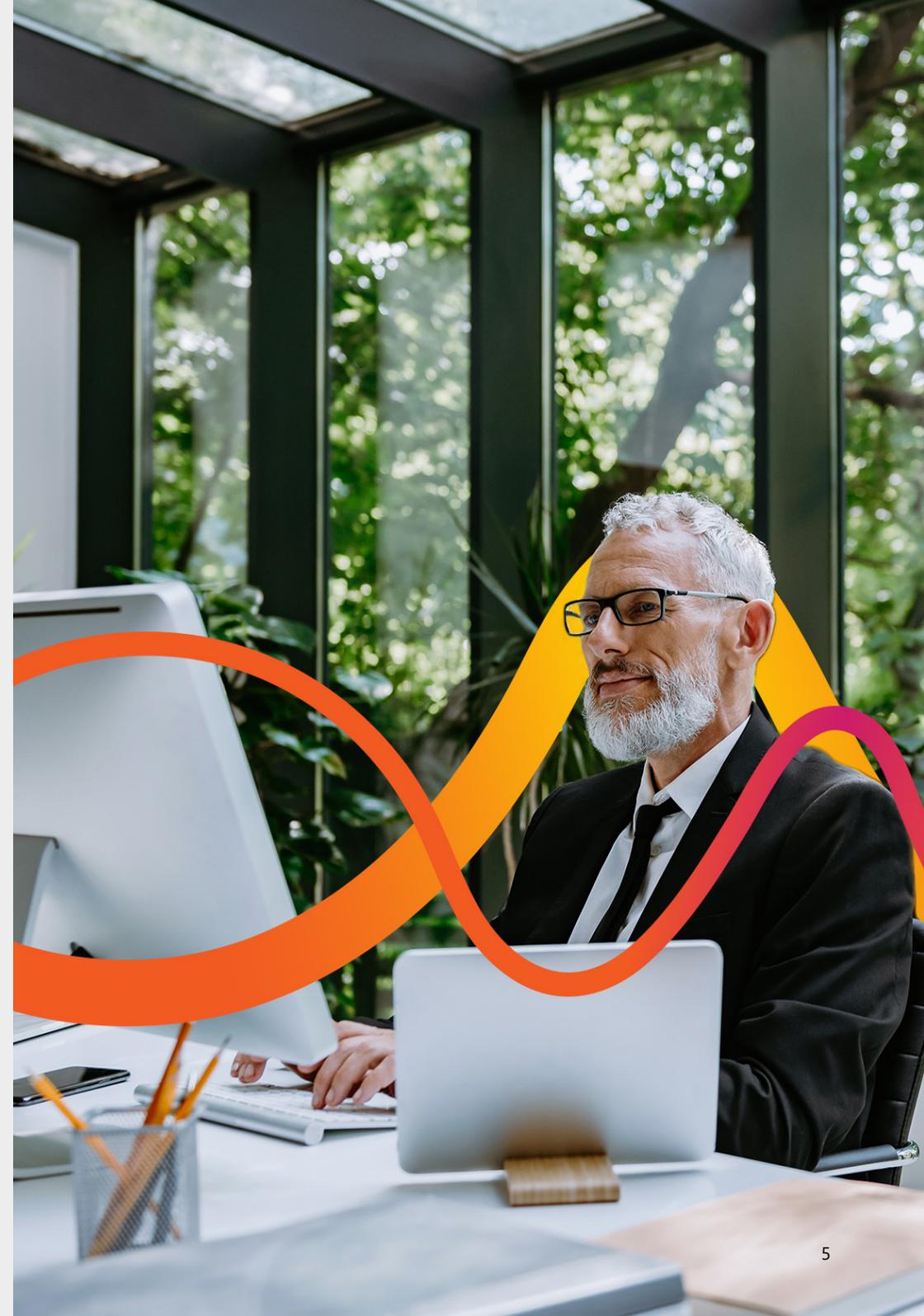
Organize

Working with government and public service agencies, we often see multi-platform solutions, and we understand the rationale behind it. One great promise of Microsoft Fabric is its ability to bring the data from all these different data stores into one unified and simplified space, drawing on Microsoft components that many agencies already have.

Now is a great time to establish or revisit governance around the data and solutions that will be part of the conversation facilitated by Microsoft Fabric. This is another discussion that benefits from voices across the organization, who may have different opportunities and needs around more intuitive data interactions.

While you're talking about governance and which data sets should be included in Microsoft Fabric, see if you can work with other stakeholders to identify test cases that uncover the different ways you can use the platform and AI to get more from your data.

Acclimatize

We all code switch when we communicate with other people. We speak with our friends differently than we speak with our colleagues, and, in public service, we treat citizens and guests with different language and tone than our team members. It's intuitive, it's productive and it's something we will have to learn as we begin to talk with our data through AI.

For all the technology changes that AI and Microsoft Fabric are looking to bring, ultimately, this shift is about people. While many talk about moving to an AI-first world, at Avanade, we talk about an AI-pervasive, people-first world. Our purpose as a company is to make a genuine human impact, and our focus with AI is to enrich people's ability to achieve their goals. Fabric will facilitate conversations with data that will speed up processes, yield insights and maybe even generate perspectives we hadn't yet thought to consider-but only if we know how to speak with it.

Start planning now for change management around future Fabric users and the stakeholders who'll benefit from it indirectly. It's like becoming conversant in a new language before traveling to a foreign country. It makes it that much easier to navigate once you're there and fully immersed.

Reaching that moment of clarity

Communication is all about making connections and reaching a mutual understanding. Too often, there seems to be a lot of noise that gets in the way. So, too, with the cloud, AI and Fabric, there seems to be a lot jamming the signal to value and significant work to be done to be able to have that clear conversation with your organization's data that can offer insights and efficiencies.

Now is one of the rare opportunities in our current age of technology where we have some warning and some time to prepare for the conversations to come. Let's use that time to clear the noise, learn the language and be sure humans remain at the center of the discussion.

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Imagine what you will do with AI

Get in touch

Avanade is a recognized leader in delivering Microsoft solutions to government and public service organizations. For more than 20 years, we have worked with agencies worldwide developing and implementing solutions.

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