

Analytics for Digital Transformation in Government

Enhance citizen engagement, improve
operational excellence,
and drive innovation

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Challenges we are hearing from state and local government customers



Demand for government services is rising while resources and capacity to deliver them **aren't keeping pace**



Citizens increasingly expect government to **provide modern digital experiences** for conducting online transactions



Aging infrastructure for data capture, storage, and management **creates friction** for leveraging data for analytics and machine learning



Complex security, privacy, and compliance requirements create barriers to change and block adoption of many SaaS solutions

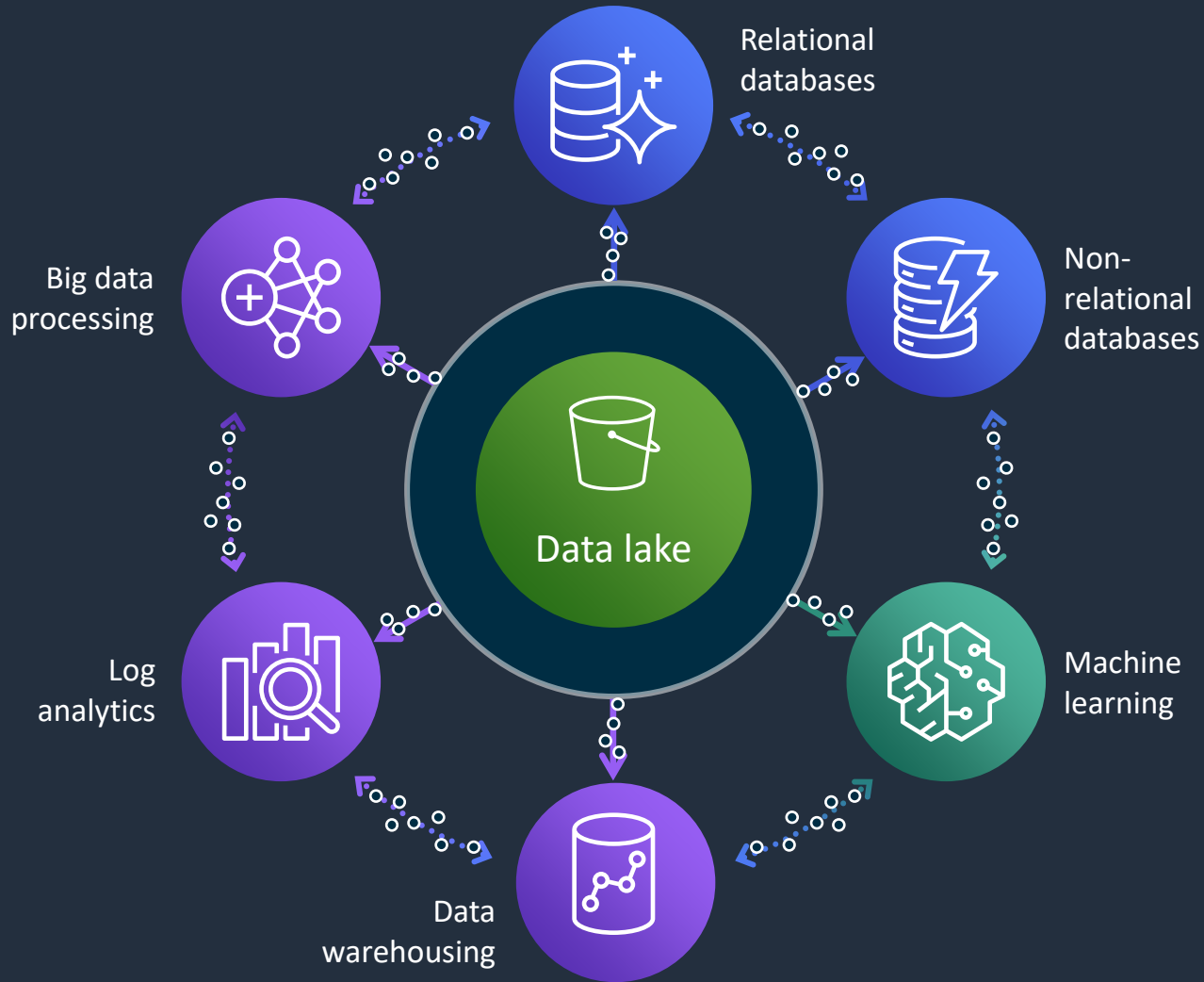


Risk averse culture and institutional inertia slow innovation

How Can AWS Help?

Modern Data Architecture

Modern Data Architecture



Key Pillars of the Modern Data Architecture

Scalable Data Lake

Purpose-built Data Services

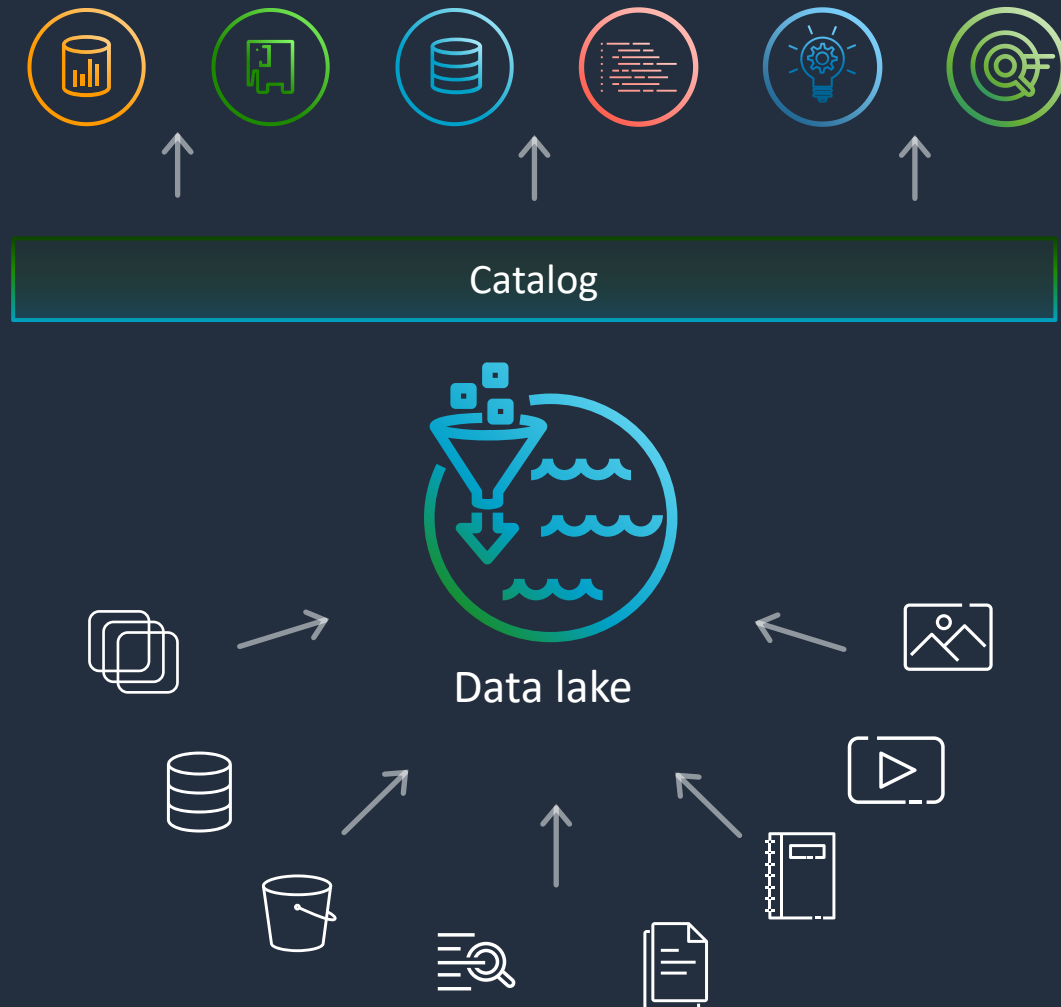
Seamless Data Movement

Unified Governance

Performant and Cost Effective

AI/ML Integration

The benefits of data lakes



Store all your data in open formats

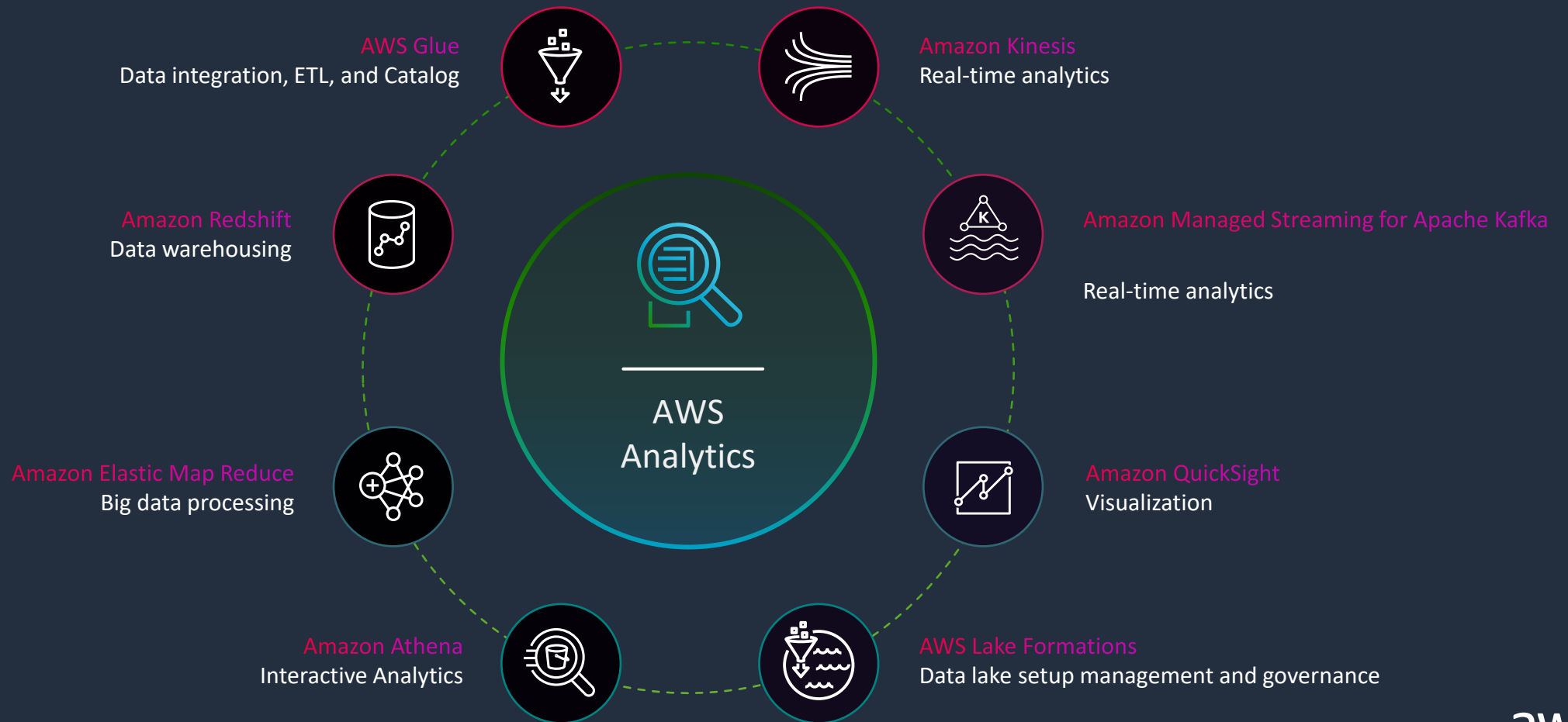
Cost-effectively scale storage to exabytes

Decouple storage from compute

Choice of analytical and ML engines

Process data in place

AWS has the most serverless options for data analytics in the cloud



CITY OF GOLD COAST



Digital City Platform

Use AWS Analytics
Technology to build a Digital
City Platform

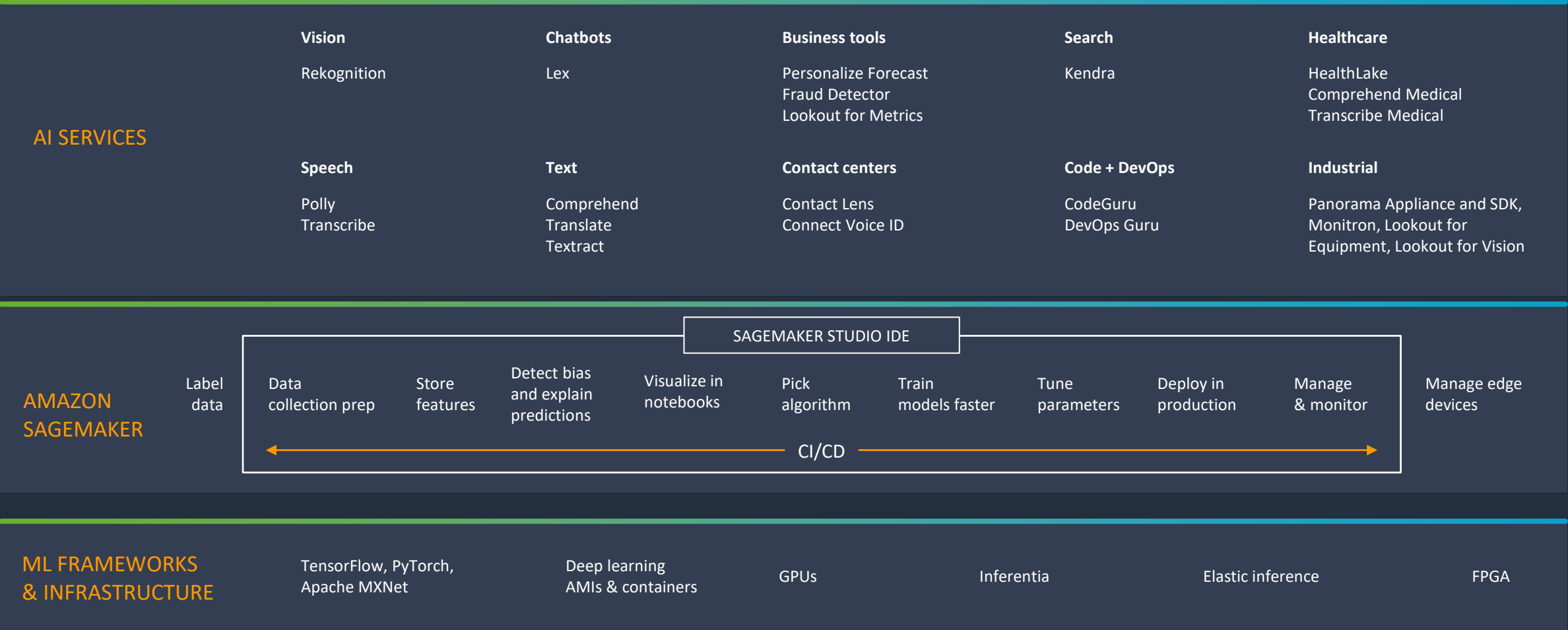
Benefits

- Extensible, scalable, future-ready, cloud-hosted Digital City Platform;
- Enable delivery of business use cases such as the Parking Technology and Flood Emergency Decision Support System solutions;
- Provide increased productivity, smarter decision making, improving forward-planning, reducing costs and more;

AI/ML Integration

Accelerate your predictive analytics & machine learning journey

Broadest and most complete set of machine learning capabilities



Top AI/ML use cases for state and local government



**Speech
and language**

SampleOutput.pdf (1 page)

Employment Application

This is a sample employment application form. and answer all questions.

Personal Information	
Full Name:	Jane Doe
Phone Number:	555-0100
Home Address:	123 Any Street, Any Town, USA
Mailing Address:	Same as home address

Work History	
Current Company:	Any Company (2018-Current)
	Any Role
Company#1:	Previous Company # 1 (2014-2018)
	Previous Role # 1
Company#2:	Previous Company #2 (2010-2014)
	Previous Role # 2

**Intelligent document
processing**



**Computer
vision**

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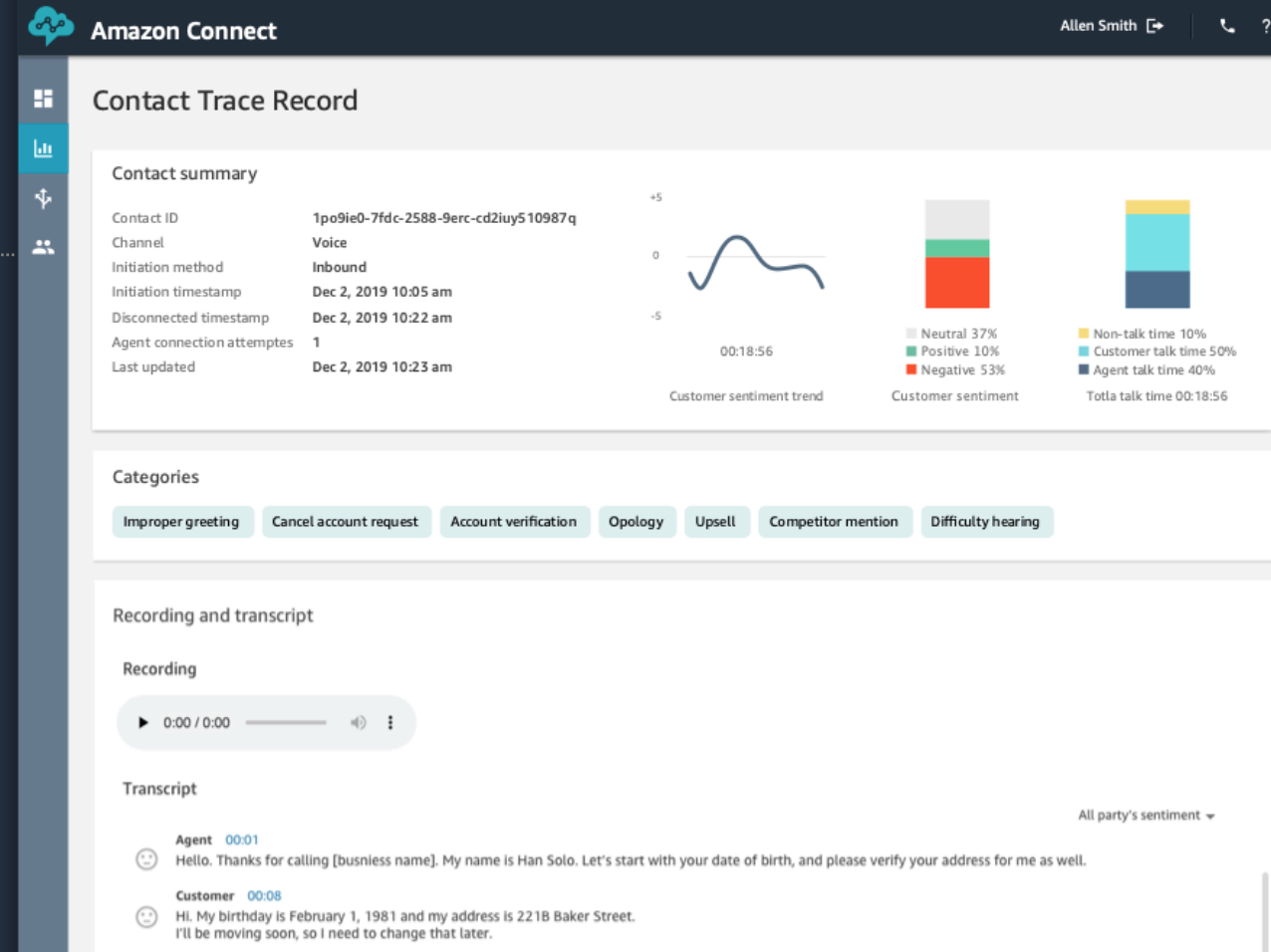


**Computer
vision**

Intelligent government contact centers

Engage citizens and drive improvements in customer satisfaction

- Improve contact center agent effectiveness with real-time translation and decision support using Amazon Connect and Contact Center Intelligence
- Analyze call and text interactions with citizens to spot issues and trends and drive improvement
- Improve self service



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Computer
vision

Extract insights from unstructured content

Extract insights from unstructured documents and forms, like images, PDFs, and audio

- Analyze text with natural language processing (NLP) to identify topics, extract entities, understand sentiment, and classify documents with Amazon Textract, Amazon Rekognition, and Amazon Comprehend
- Translate content at scale with Amazon Translate

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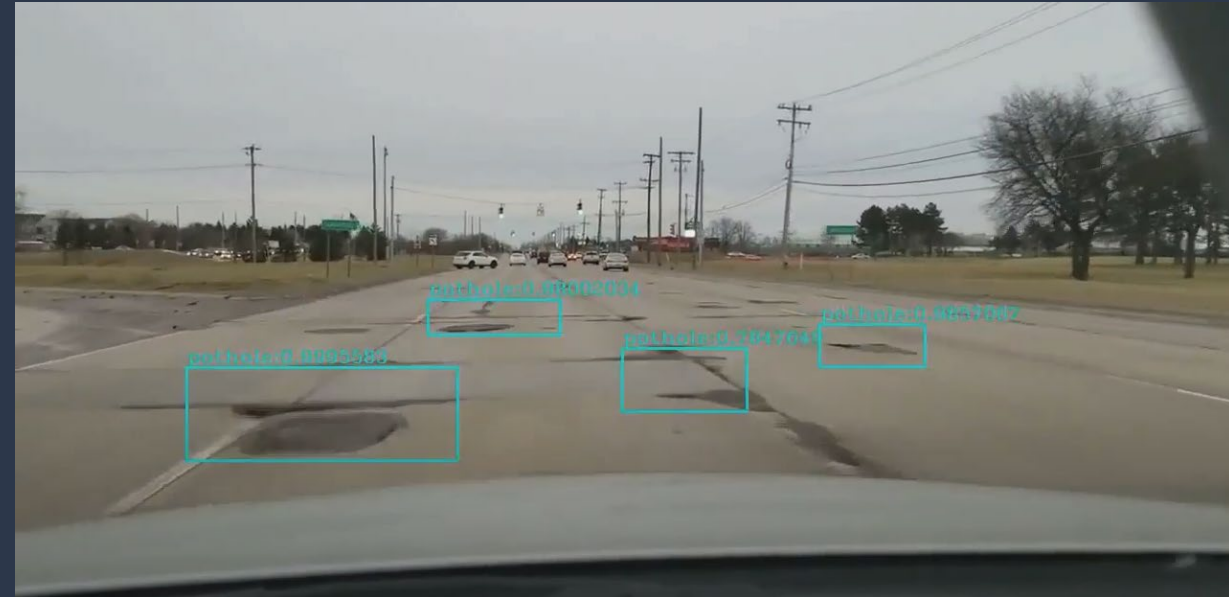


Computer
vision

Content analysis and object detection




Extract insights and identify objects of interest from large volumes of images and videos with Amazon Rekognition

- Analyze vehicle traffic and pedestrian and bicycle safety
- Detect objects of interest in video and reduce human effort required to review footage
- Pot Hole Detection
- Verify identity for new account creation, speed access, facilitate payments and support other processes.
- Detect personal protective equipment (PPE) to improve worker safety



Have a strategy and need help executing it?



-  Joint engineering engagements between customers and AWS technical resources
-  Create tangible deliverables to accelerate strategic databases, analytics, and ML initiatives
-  Leave with an architecture, working prototype, path to production, and deeper knowledge of AWS services

Come with an idea, leave with a solution