

Make Data the Solution, not the Problem

Why the public sector can use data analytics to achieve its mission



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“The Public Sector has a data problem,” says Thierry Kahane, Fujitsu America, Inc. AI & Analytics Practice Leader for North America, “Mountains of data. Too little transparency. Too many siloes. Restricted access to insights. And then there’s security and data governance. The need for a robust data analytics strategy is urgent.”

Governments run on data. They always have. In fact, the origins of government itself comes from data sources like England’s Domesday Book, commissioned by William the Conqueror in 1085 to understand who owned what and how much they could be taxed. It was a data set; a database of medieval land ownership which spurred the development of England as a unitary state.

Modern-day governments at all levels are trying to cope with multiple sources of data, current and historical, that flow in huge volumes through complex systems, mostly in real-time. The trouble is, it’s hard to use it to make things better for citizens. It’s not that there’s too much data – a lot of data is a good thing – but that the majority of public sector data isn’t readily available for analysis.

“When data is all over the place, you can’t make sense of it,” says Thierry, “And when access to it is antiquated, then it takes too long to

find the linkages and combinations which deliver insights that can be leveraged.” So, the answer is to create a Data Analytics Strategy with the help of Fujitsu whose experience in empowering public sector organizations is global.

Bringing data out of the ‘Dark Ages’ depends on cloud-based analytics and visualization tools which are foundational elements for any data strategy. The point is to know where everything is, make the right correlations at speed and at scale, and then visualize the results to aid decision-making (at scale and at speed).

That’s why the Fujitsu Data & Analytics team is supporting public sector organizations in standardizing and incorporating enterprise data analytics through a Portfolio of Cloud and Open Source analytics services. It’s a flexible framework of interoperable capabilities which can be adapted to match specific needs and uses.

shaping tomorrow with you



Importantly, it's a non-prescriptive approach to resolving data analytic challenges. The point is to unlock value from data so that the public sector can be data driven. To do that, Fujitsu transforms legacy custom and in-house analytics platforms by introducing standards, user self-service, augmented analytics through Machine Learning and Natural Language to bring users closer to the data. Ultimately, it's about transforming operations. For Thierry, the immediate challenge for wcustomers is to transform their legacy data and analytics services by introducing standards and enterprise cloud capability to build a fit-for-purpose and future-proof platform through data.

The Fujitsu approach also stresses the decentralization of data so that there are multiple points of (secure) access. This empowers teams of public servants to find what they're looking for (and sometimes what they didn't know they needed) more easily. It means they can self-serve, and work in small teams, then link to others to aid collaboration and innovation. When public servants can gain access to the right data faster, they can deliver improvements in services faster too. That makes public bodies more responsive to citizens' evolving needs and current challenges (such as the pandemic and economic problems).

And it's not just the public servants who count; it's citizens too. We all have a right to access our personal data as well as data which impacts our lives (locally and nationally). So, enabling ordinary citizens to self-serve that data makes government more transparent as well as ensures compliance with data protection regulation (which will only get stricter over time).

"There's a lot of data that's hardly been looked at and never analyzed, which could be the key to real breakthroughs in how public services can be delivered and improved," stresses Thierry, "At a time when we're all looking to government to protect us and help us deal with multiple challenges, a dynamic data analytics strategy that manages data as an asset is urgently needed." Fujitsu will help you create a disciplined, and agile approach that will help you turn data from a problem into multiple (sometimes innovative) solutions.

Leveraging the power of data in the public sector



Bring together data sets to improve the flow of traffic in cities and to manage public transport to cope with demand in real-time.



Improve security and policing by analyzing varied data sets from across enforcement agencies to make streets and public areas safer.



Offer access to data to citizens in a secure and compliant way to speed access to services such as welfare, planning, the courts system etc.



Use data to implement and monitor environmental sustainability measures with real-time feedback enabling changes to be made to boost effectiveness.



Create real-time monitor systems for infrastructure, from buildings to publicly-owned services like water and sewage, through to transport hubs.



Optimize routes for garbage collection, snow-plovs, postal services and road maintenance with the aim to be as efficient as possible.



Manage public health needs as pandemic conditions change to stay aligned to the science and ensure safety for both citizens and public servants.

Fujitsu works closely with North American public sector organizations to deploy and further develop our solutions to meet the urgent and ever-changing needs of government. The Fujitsu North America AI & Analytics practice develops and deploys **IP-based, innovative solutions** powered by emerging technologies such as AI/ML, Advanced Analytics, IoT and Quantum Computing.

