

Security & Innovation for Government Agencies

A complete guide to improving community
services with cloud technology

An eBook written by



Gold
Microsoft Partner



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Why Government Agencies Need the Cloud More Than Ever

A note from Arctic IT Chief Information Officer, Phillip Jackson

As if the pace of technology advancement was not already quickening, 2020 and its challenges drastically accelerated the need for modernization.

Working remotely for the past several years has given rise to working in new and creative ways, however, many agencies are still struggling with legacy technology that is run on aged, on-premises infrastructure. Tight budgets and lack of resources make it tough for many to provide the modernization their users and constituents require as public service needs increase.

Government agencies need cloud technologies that enable them to adapt to public needs and connect their data, applications, communications, and processes while advancing security and compliance. The Microsoft cloud makes this possible.

The cloud is not a destination, as many assume. Cloud is a capability. Software and Platform technologies as a service (SaaS and PaaS) provide low-cost and scalable options to modernize and migrate on-premises workloads in numerous ways.

For years, we have partnered with Microsoft and government agencies to deliver innovative cloud solutions. Now more than ever, with cybersecurity and social engagement at the forefront of the public sector, Microsoft and Arctic IT are well positioned to help move your organization forward and build the connected community. This is the community we are striving toward, and one we are deeply committed to helping create.

The Arctic IT team assembled this essential guide to help agencies better understand how Microsoft cloud solutions work together to enhance government services and enable teams to collaborate securely.

I hope you enjoy reading it!

Sincerely,
Phillip Jackson | Chief Information Officer, Arctic IT



At Arctic IT, we specialize in application modernization and solving complex issues for government entities. As a **Microsoft Gold Partner**, we provide our customers with unique, scalable solutions to meet their technology needs. We value strong relationships, and we're proud of our Alaskan roots. Let us drive innovation for you and your team. Run with us.



Go Green with Microsoft

Did you know?

Microsoft will be **carbon negative by 2030**. The corporation has launched an aggressive but detailed plan to cut carbon emissions by half and pledged \$1 billion towards carbon reduction technologies.

[READ MORE >](#)

CHAPTER 1

Secure Your Workforce from Anywhere



Modern Workplace Technology with Comprehensive Cyber Protection

Enable your government agency to grow, strengthen teamwork, and increase productivity with **Microsoft 365**. With AI and cloud components fully integrated into the office apps you know, collaboration is fast, simple and secure. Plus, gain peace of mind with **leading-edge security capabilities** that safeguard your business, so your employees can be empowered to get things done from anywhere, on any device.

Microsoft 365 built-in security

Microsoft 365 offers a variety of features from the latest business apps and Windows operating system paired with **advanced device security for mobility**. It gives your team the agility and flexibility to work anytime from anywhere while operating in a secured environment.



Identity and access management

With over 4.7 million remote workers across the U.S., providing a secure work environment can be a challenge. Identity and access management helps you **implement a zero-trust security model** to protect your resources by authenticating and authorizing people, hardware, applications, and continuous security posture validation to maintain access. This is hyper-critical with the increased risk for cyberattacks and the need for more sophisticated compliance requirements.



Information protection

Information protection helps you **discover, classify, label and protect your sensitive information** – wherever you access it. Add classification protocols that stick with your data for persistent protection no matter where it gets stored or who's given access. Intelligent controls allow you to collaborate more securely with others no matter where work takes you.



Threat protection

Threat protection **defends your organization against advanced threats like malware, detects abnormal behavior based on the latest shared intelligence, and helps you recover quickly when breached**. Sandbox technology protects your agency by detonating suspicious files in an isolated environment and stops unknown zero-day threats from reaching team members.



The Average Data Breach Today Costs \$4.2 Million

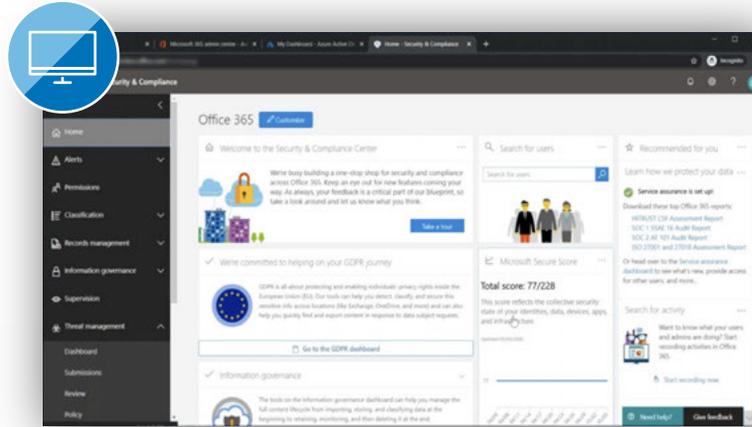
Did you know?

The global average cost of a data breach in 2021 was \$4.24 million.

[READ MORE >](#)

Security management

The Microsoft 365 security center is a convenient dashboard that allows your IT administrator to **monitor and manage security across all of your identities, apps, devices, data, and infrastructure**. This platform-driven approach gives your organization a holistic view of your security posture.



ARCTIC IT PROJECT SPOTLIGHT

How a County Government Transformed Operations with Arctic IT and Microsoft Cloud Solutions

Arctic IT was chosen to develop and implement a tax administration system designed on the **Microsoft Dynamics 365** platform hosted in the **Microsoft Government Community Cloud**. The system will be responsible for billing, collection, and distribution of taxes, as well as providing web portal access to the public to submit tax related information.

"This is a strategic public sector win for both Microsoft and Arctic IT, and is a clear example of collaboration and creativity to build a modern workplace solution for the county. This Microsoft cloud-based solution sets the stage for other state and local governments to realize the value of Dynamics 365 and its secure integration to Office 365, Azure, and the Power Platform."

– Phillip Jackson, CIO at Arctic IT

CHAPTER 2

Unite and Empower Your Data



Modernize Your Government Operations with Intelligent Business Applications

Imagine a world without siloed teams, duplicate data, insufficient tracking, manual processes and security issues. Transform your operations with **Dynamics 365 US Government** to bring citizen engagement to a whole new level. Dynamics 365 unites an ERP and CRM platform with modern, intelligent cloud applications to automate and optimize your government processes.

One platform for security and governance

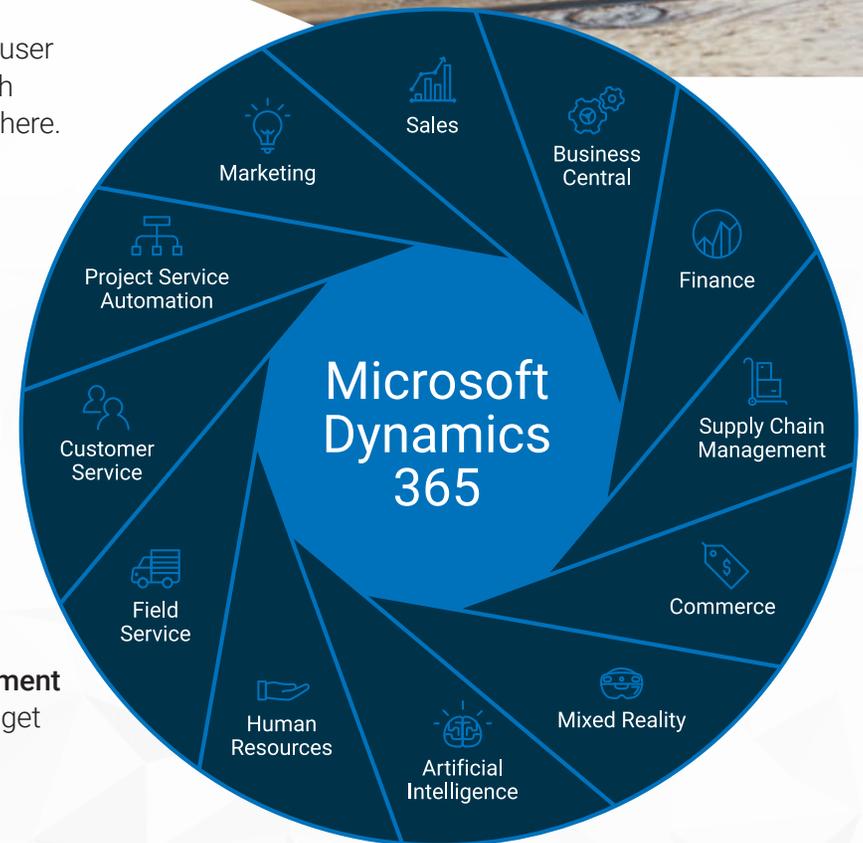
Dynamics 365 combines the reliable, security-first Azure cloud with Microsoft Power Platform business intelligence applications and full-featured APIs for robust integration. It provides **multiple levels of security** at the application level and the user level with role-based security. Dynamics 365 is also integrated and interfaced with Microsoft Office apps so you can securely collaborate with your team from anywhere.

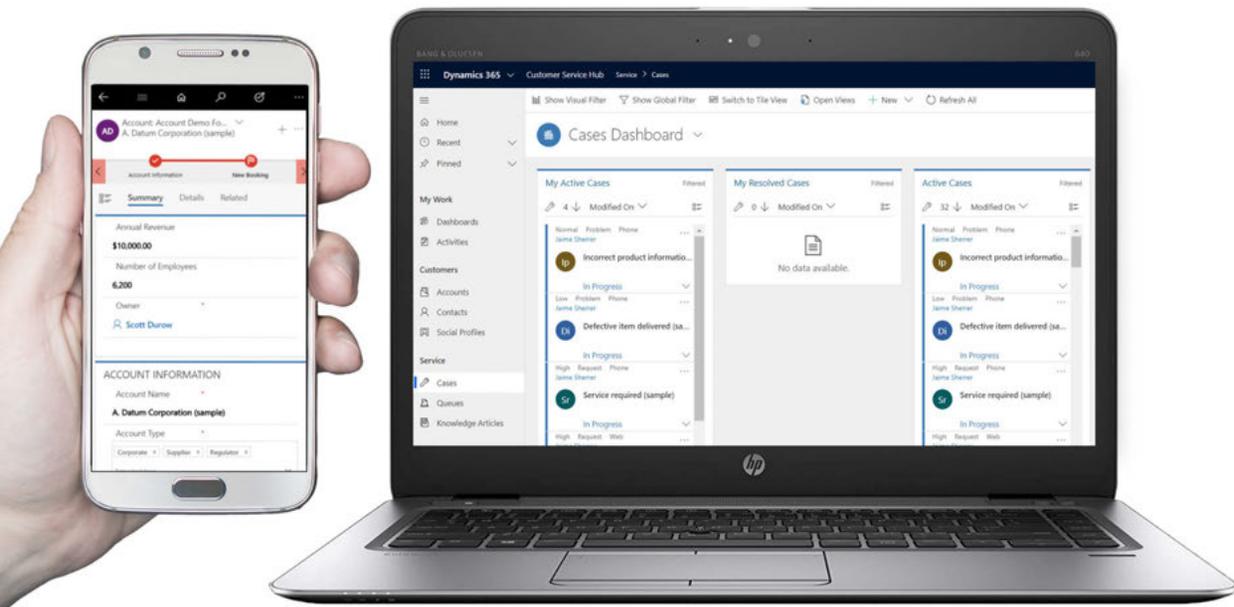
CRM intelligent business applications

Dynamics 365 CRM applications offer all the powerful apps and features you need to transform your citizen experience—in one integrated, affordable solution. With web-based and mobile solutions for office staff and workers in the field, empower your community and your team to stay connected through the entire journey. Common CRM applications used in government include **Dynamics 365 Customer Service** and **Dynamics 365 Field Service**.

ERP intelligent business applications

Dynamics 365 offers ERP applications for every size of government agency. **Dynamics 365 Business Central** is ideal for smaller agencies with great options for procurement and HR/payroll as well as financials, inventory and distributions, and analytics. **Dynamics 365 Finance** and **Dynamics 365 Supply Chain Management** are ideal for larger government agencies that require multi-entity accounting, budget planning and reporting, supply chain management, collections and more.





County Gains Advantage with Unified ERP and CRM Data in Dynamics 365

Arctic IT is implementing Dynamics 365 so the county can leverage the CRM and ERP system integration as **one seamless solution**. Its relational data structure provides a platform to maintain configuration and transactional data for commercial and residential entities.

Arctic IT is extending and customizing Dynamics 365 to provide an enhanced user experience and connect to custom web applications built for community engagement.

The platform is so flexible that the county is able to keep their existing ERP system and integrate with **Dynamics 365 Finance** for receiving and billing taxes. Arctic IT is developing a custom billing queue, billing engine, and mass payment management system to integrate county operations.

With this new sustainable system, **pushing software updates for the county is fast and easy** with the cloud – and **cost-effective** with a monthly subscription model.



The Proof is in the ROI

Did you know?

Microsoft Dynamics 365 **delivers an average of \$16.97 for every dollar spent** by the companies who use it, which is significantly higher than the average for both ERP and CRM. Check out the independent analysis from Nucleus Research.

[READ REPORT >](#)

Anytime, anywhere, on any device

You may no longer be only working at your desk; you're out in the field, at a government service site, or on your mobile device needing to act quickly and effectively. Dynamics 365 cloud technology gives you the **ability, agility and flexibility** to work securely where you need it.

For next-level engagement, you can provision the Dynamics 365 portal for 24/7 community member access to personal information, licensing, service payments and more.

CHAPTER 3

Accelerate Your Service Delivery



Turn Data into Action with the Power of the Platform

The Power Platform combines **Power Apps, Power BI, Power Automate and Power Virtual Agents** to improve the flow of data within your organization that connect multiple sources and enable access to information from your mobile device.

Introduction to Power Apps

Power Apps helps you build **highly customized apps** with data from one or several sources. Start with your existing data and processes to develop apps that enhance everyday life. Power Apps are accessible across the web and mobile on any device.

Building low-code/no-code apps with Power Apps

The major benefits of using Power Apps for building low-code/no-code apps include:

- 1. Automation** – your manual and repetitive processes are replaced by error-free automated tasks
- 2. Savings** – the time and cost it takes to build your app is greatly reduced and frees up your team to tackle your backlog
- 3. Efficiency** – use ready-to-use templates through the AI builder and common data service (Dataflex)

Integration with Dynamics 365

Your data in Dynamics 365 is **inherently accessible** via Power Apps. Keep everything in one place and allow for collaboration across your whole organization with the assurance that governance, compliance and security are managed together.

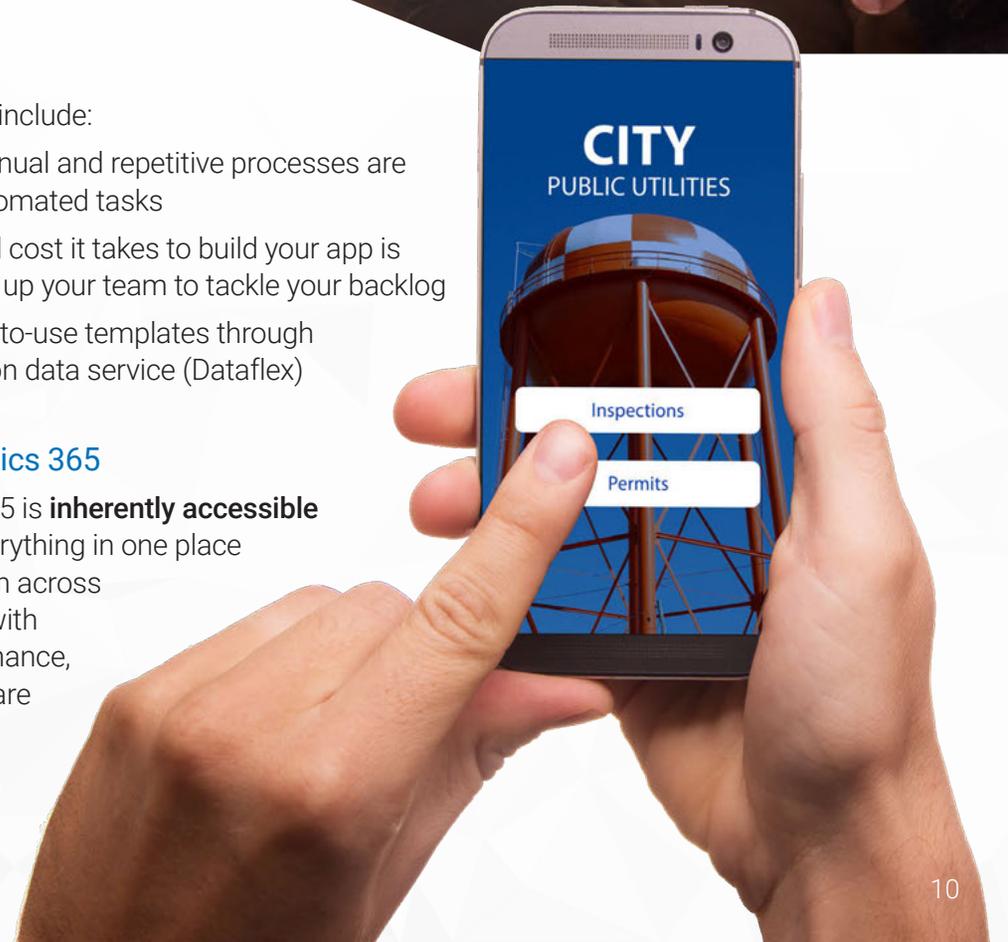


Yield 74% Reduction in App Development Costs

Did you know?

Using Microsoft Power Apps decreases standard application development costs by 74%.

[READ STUDY >](#)



Utilizing Power BI for data insights

Power BI allows government agencies to make decisions based on data and facts. Combining Power Apps with Power BI allows you to **build informative reports and dashboards** to display insightful data about agency operations. The KPIs reflect your real-time data and can be displayed on websites, in SharePoint or Teams and within Microsoft Office apps.



ARCTIC IT PROJECT SPOTLIGHT
CONTINUED FROM PAGE 8

County Powers Up with the Power Platform

The county project is testimony to the agility of the **Power Platform**. Arctic IT has developed a large set of model apps in **Power Apps** based on the county's Dynamics 365 data. The apps are purpose-built for specific county user groups, enabling them to perform their day-to-day activities.

An app built for the accounting support team enables them to manage billing adjustments and seamlessly transfer these as transactions over to the financial system.

The county is also taking advantage of **Power BI** for real-time data. Arctic IT is using Power BI to create interactive dashboards for various user roles, so they can use relevant information to perform their jobs more efficiently. Power BI pulls in project reporting from **Azure DevOps** to display project progress in a graphical way.

Using **Power Automate** will allow the county to configure email notifications or approval requests and trigger workflows within Dynamics 365. This helps cut down on development time by providing a low-code/no-code option.

CHAPTER 4

Create Flexible and Secure Workloads



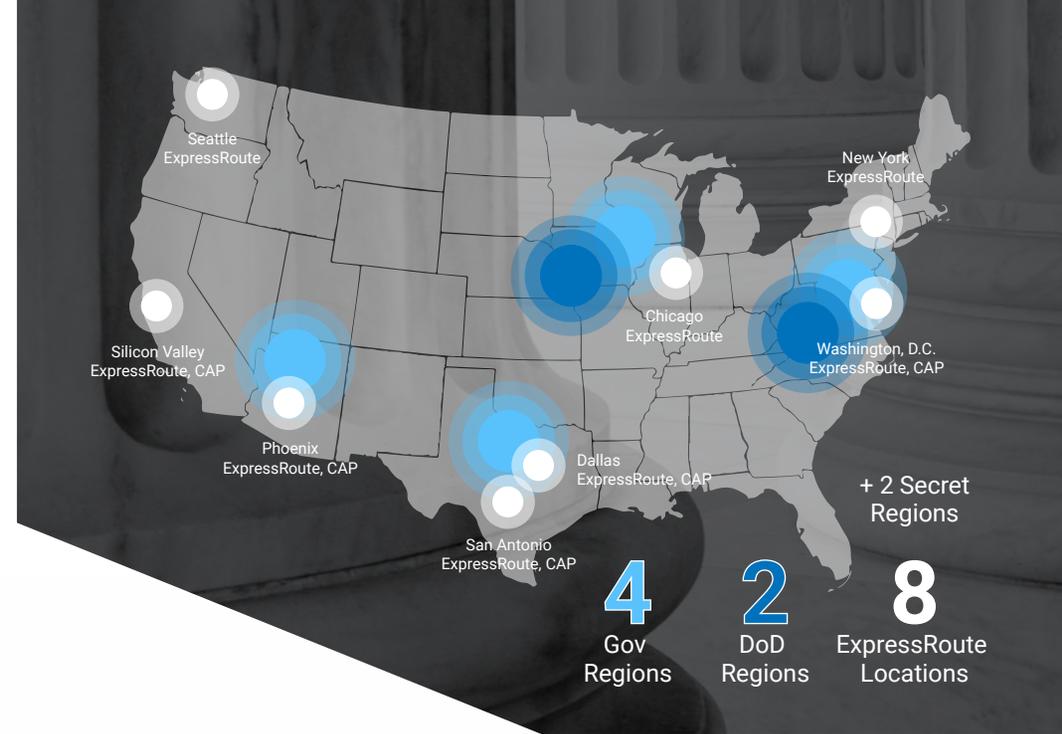
Transform Your Mission-Critical Workloads with the Cloud Made for Government

Microsoft Azure Government has **the most comprehensive compliance coverage of any cloud service provider**. It is a physically separated division of Azure dedicated solely to U.S. government entities – delivering services at the federal, state and local levels.

Azure enables you to provide needed services to your community faster and more efficiently with **flexible workloads built for security, protection and compliance**. The productive nature of the cloud platform allows access to numerous tools to help you quickly optimize servers, network infrastructure and more.

The Azure Government cloud solution is:

- **Flexible** – allows you to spin up applications quickly and works to support both cloud and on-prem assets
- **Scalable** – can expand as your services change/grow to meet service needs
- **Cost-effective** – pay for only what you use
- **Secure** – security is built-in at every level
- **Stable** – reduce the risk of service disruption by leveraging the power of Microsoft's cloud infrastructure
- **Exclusive** – Azure is hosted in U.S. data centers, managed by U.S. citizens and is offered only to U.S. government entities



Why Migrate to Azure Government



World-class security and compliance

Microsoft Azure protects your web workloads by verifying identity on every access and ensuring your networks are correctly segmented for compliance. In addition, Microsoft **invests more than \$1B every year** on managing the ever-evolving cyberthreat landscape. They have strengthened their security operations center to monitor and defend against new threat intelligence for today and into the future.



Modern infrastructure

Azure for Government is a hybrid platform, meaning it works to support your cloud and on-premise assets. A hybrid approach, where on-premises and cloud resources function together, **enables your organization to make the most of existing assets while benefitting from cloud innovation**. It has long-term advantages, as it enables integration between cloud systems and areas that may lack reliable connectivity.

County Boosts Efficiency with Azure

Arctic IT is developing custom web portals for the county using **Azure Active Directory B2C**, allowing citizens to login securely from anywhere 24/7 and check information or status of an application. The platform allows the county to send an encrypted “magic link” for login that does not require use of a username and password – great for seniors or individuals who may not be tech savvy.

Arctic IT is also deploying **Azure Logic Apps** for data migration and data transformation scenarios. Logic Apps help streamline data between Dynamics 365 applications, as well as data from Dynamics 365 to the county’s existing ERP system.

The county is utilizing **Azure SQL Database** to store data and extract reports from Dynamics 365. Azure SQL is less complicated than a traditional data warehouse and offers automated features that optimize performance. For compliance, **Azure AI tools** validate the files that are uploaded to monitor for inappropriate content and ensure machine readability.

Azure DevOps allows Arctic IT and county project-appointed employees to collaboratively manage the agile project, track tasks, and review progress reporting.



Optimized workloads

With Azure, there are many ways to ensure you’re running optimized workloads and getting the most out of your cloud investment. **Azure Advisor** is a free service in Azure that helps you analyze your Azure resources for improved security, availability, cost and performance. To guide you through organizational and architectural workload best practices, the **Azure Architecture Center** is available as a collection of resources to help you move an existing workload from on-premises to the cloud or design a new workload. **Azure Logic Apps** help you automate workloads for even more optimization.



Efficiencies and cost savings

Moving to the cloud has never been better for state and local governments. Migration costs are reduced and the process of getting to the cloud is easier with free migration tools, guidance, and best practices through the **Azure Migration and Modernization Program**. With the pay-as-you-go subscription model, you only pay for services that you use. If you are distributing the cost of Azure among several departments, you can allocate cloud costs across teams with the **Azure Cost Management + Billing tool**, which also gives you free tools to monitor and analyze cloud spend – and create budget and spending alerts.



Azure Government is Not Complicated

Did you know?

While moving to the cloud may be intimidating for some, Microsoft Azure Government has made it easier than ever to begin your migration. Watch this video to learn how easy it is to get started.

[WATCH THE VIDEO >](#)

How to Get Started

Make Your Move with Cloud Solutions for Government

Making the transition to cloud solutions can seem like a daunting task. **That's why it is so important to invest in the right technology and partner to guide you through the process.** Microsoft cloud solutions lead the government sector with technology for security, compliance and product innovation. These technologies are sustainable, cost-effective and easily supported in the cloud, ensuring your investment will pay off for many years to come.

Choose a reliable Microsoft Gold Partner to help you accomplish your agency goals. Whether it's **Microsoft 365, Dynamics 365, Power Platform, Azure** or any of the other Microsoft cloud products, Arctic IT has the experience and expertise you need for a successful implementation.

Get started by contacting Arctic IT today at connect@arcticit.com or visit our website at arcticit.com to learn more.



As a minority-owned Alaska Native Corporation 8(a), Arctic IT takes pride in providing world-class solutions to government agencies.

We are a **Microsoft Gold Partner**, and we deliver the powerful Microsoft Cloud platform to provide the security, familiarity, and reliability your departmental needs. With over a decade of support in the public sector, we've mastered a depth of unmatched expertise in federal, state, and local governments from Washington, DC. to the edges of Alaska.

Team with us to serve your community better with technology that digitally transforms the way you work.

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