



Introduction of Carlos Rivero



TERRI STEWART

CEO/President,
SYNCRONYS



CARLOS RIVERO

Former Data Governance
& Strategy Lead,
AWS

Keynote
Address

How to become a data-driven public sector organization

Carlos Rivero (he/him)

Former Chief Data Officer (Commonwealth of Virginia)

Former AWS Executive Government Advisor Data Governance and Strategy



Instructions

Go to

www.menti.com

Enter the code

3638 2073



Or use QR code



Let's get to know each other ...



Data driven public sector organization

The Basics

What do I need to know?

Visibility

Who is using what data and how?

Accountability

How do you ensure responsibility?

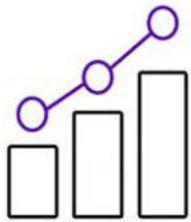
Use Cases

Real world implementations support the public sector mission

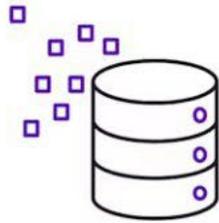
Transparency

How do the operating and governance models support data sharing?

Trends driving a change in data strategies



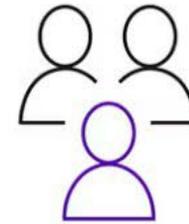
Growing exponentially



**New Sources
Velocity & Variety**



**AI/ML across the
Data Value Chain**



**Diverse
Stakeholders**



**Insights
Embedded in
Workflows**



Government Agency



Law Enforcement



Medical Professional



Policy Maker



Innovative Research



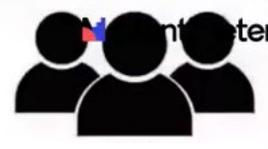
Social Worker



Academia Higher Ed



Community Leader



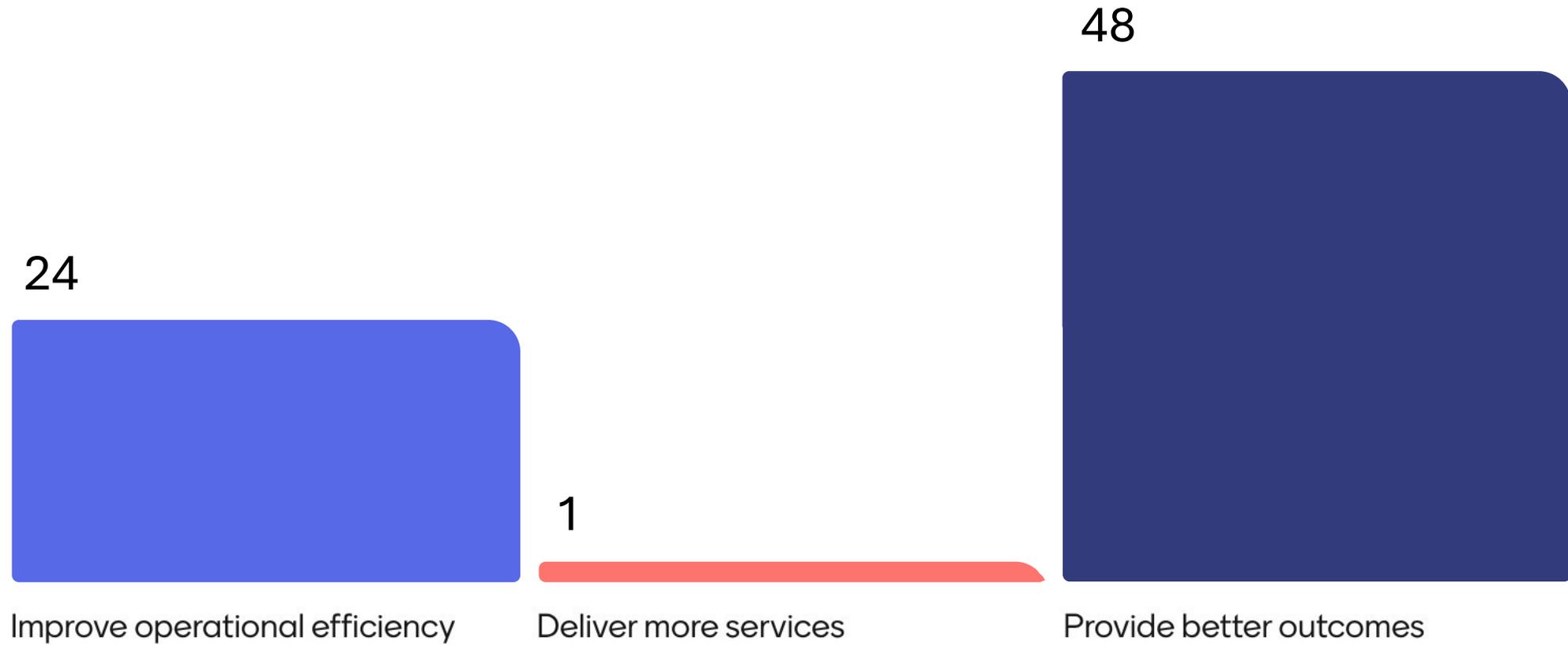
Public Stakeholder



Why are public sector organizations becoming data-driven?

- Improve **Operational Efficiency**
- More Customer-centered **Services**
- Better **Outcomes** for Constituents

Which "Why" is most important to you?



The **data-driven** organization

Culture

Align business and technology leaders

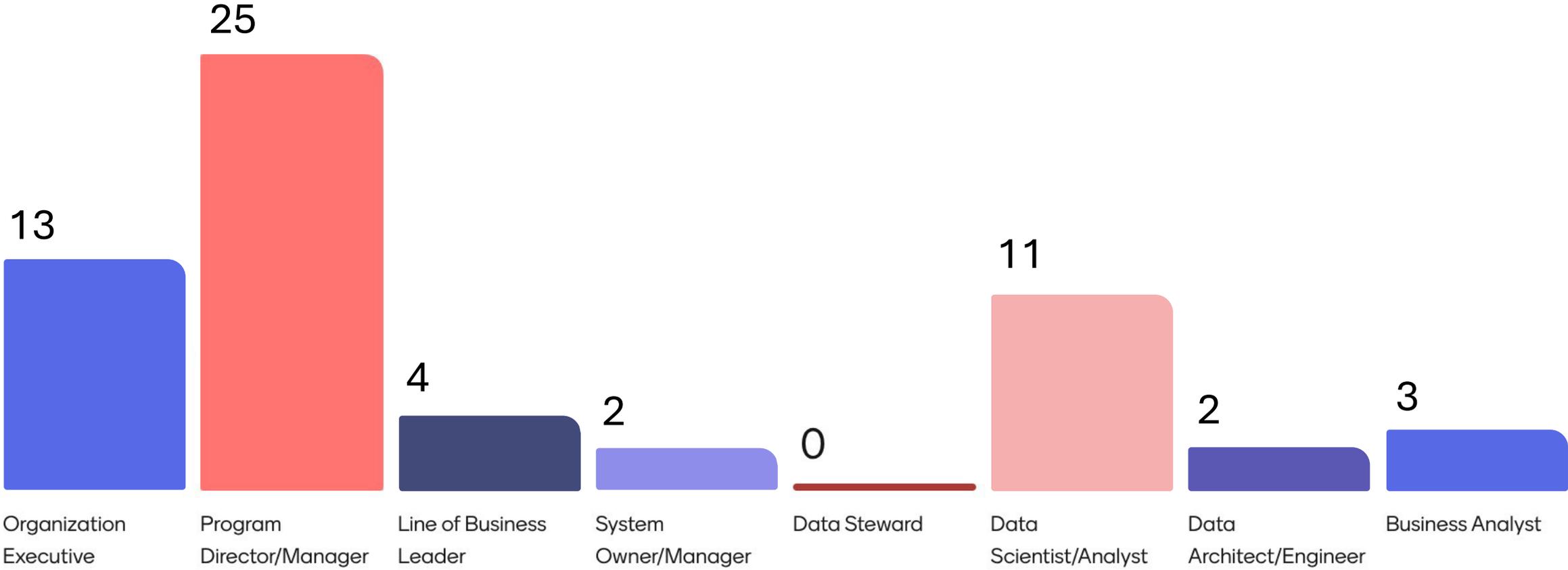
People and process

Build the right organization and process model

Technology

Empower leaders with an end-to-end data strategy

What is your role?



Data sharing and integration produces results

65%

reduced risk of lawsuits, data breaches, and data errors

30%

reduced effort to launch new services/adhere to new requirements

85%

were able to decommission legacy technologies



Forrester Research, Inc., "The Total Economic Impact of Data Integration for the Public Sector: Cost Savings and Socioeconomic Benefits Enabled by Data Integration."



AWS Public Sector Blog, "Forrester study commissioned by AWS estimates an ROI of 33% from data integration"

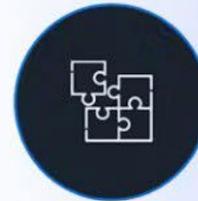
“Public sector organizations realize exponential benefits from incremental investments when they leverage mission-critical use cases to iteratively build foundational capabilities that facilitate data sharing, integration, analytics, and intelligence throughout the enterprise.”

Carlos Rivero, former Chief Data Officer for the US Commonwealth of Virginia

Public sector organizations see the value in sharing data with a **trusted** community of organizations, but face **challenges**



Data siloes

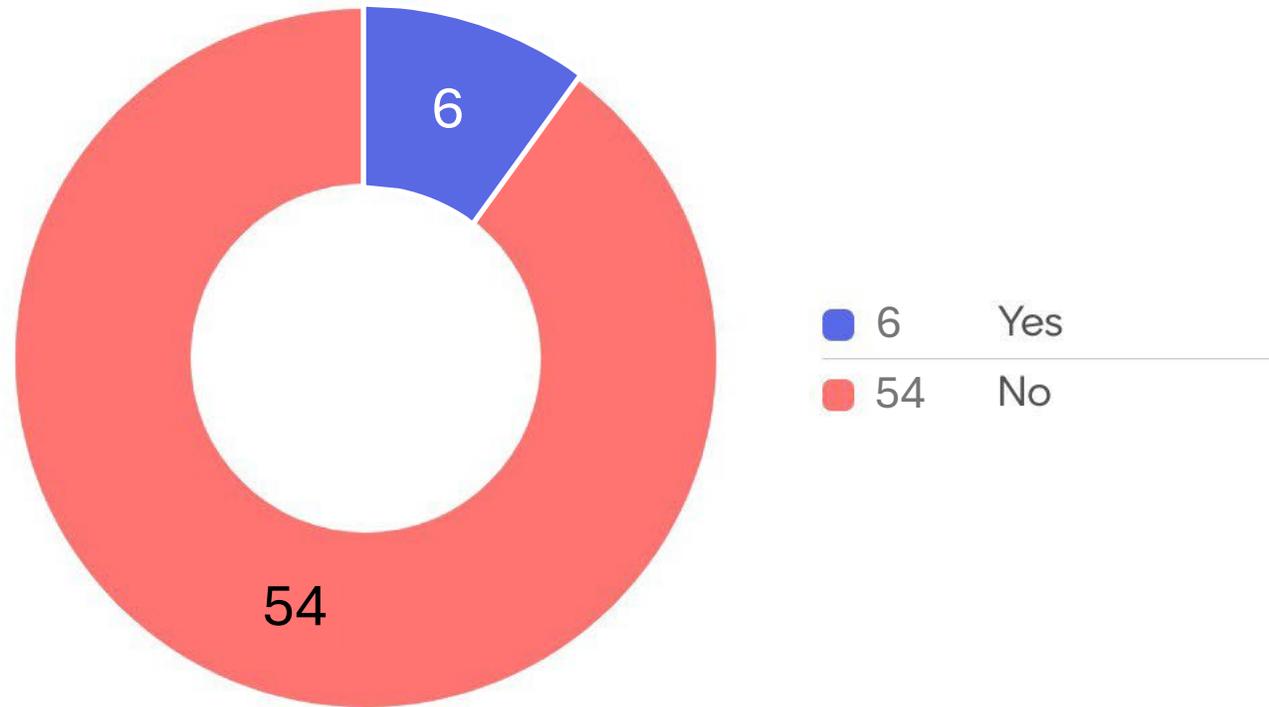


Lack of standards

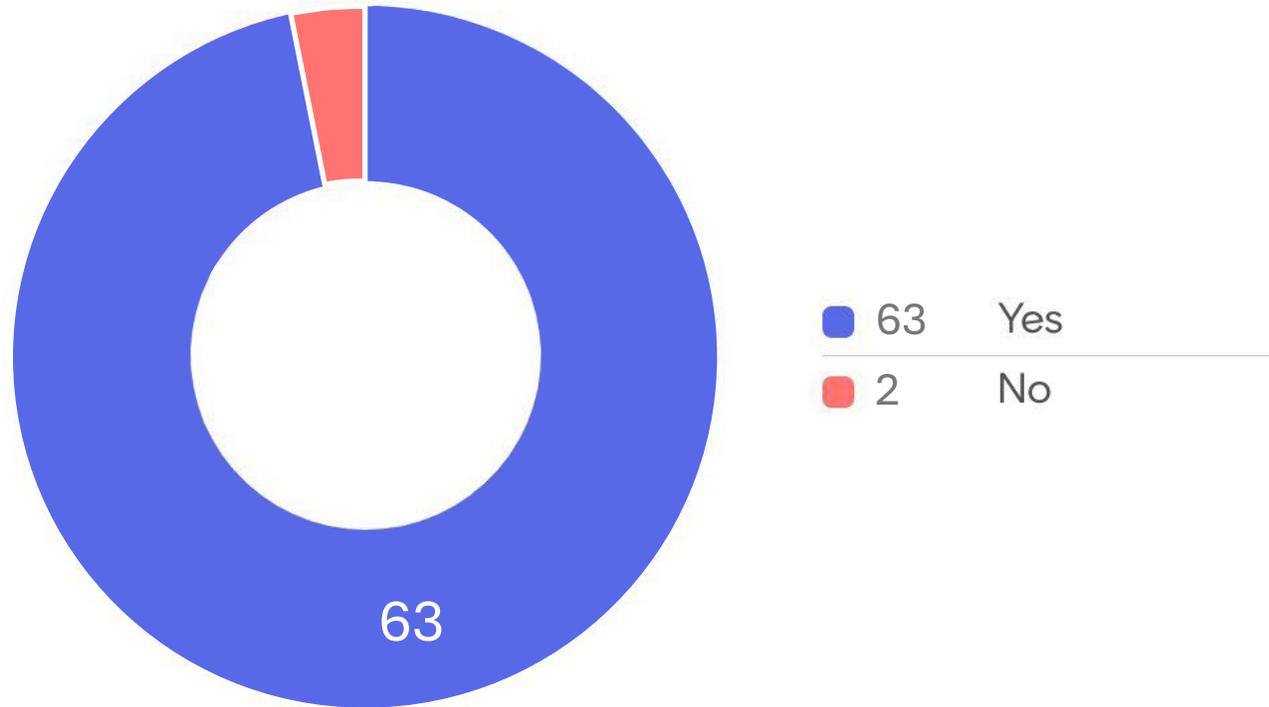


Lack of trust

Would you give me your credit card information?



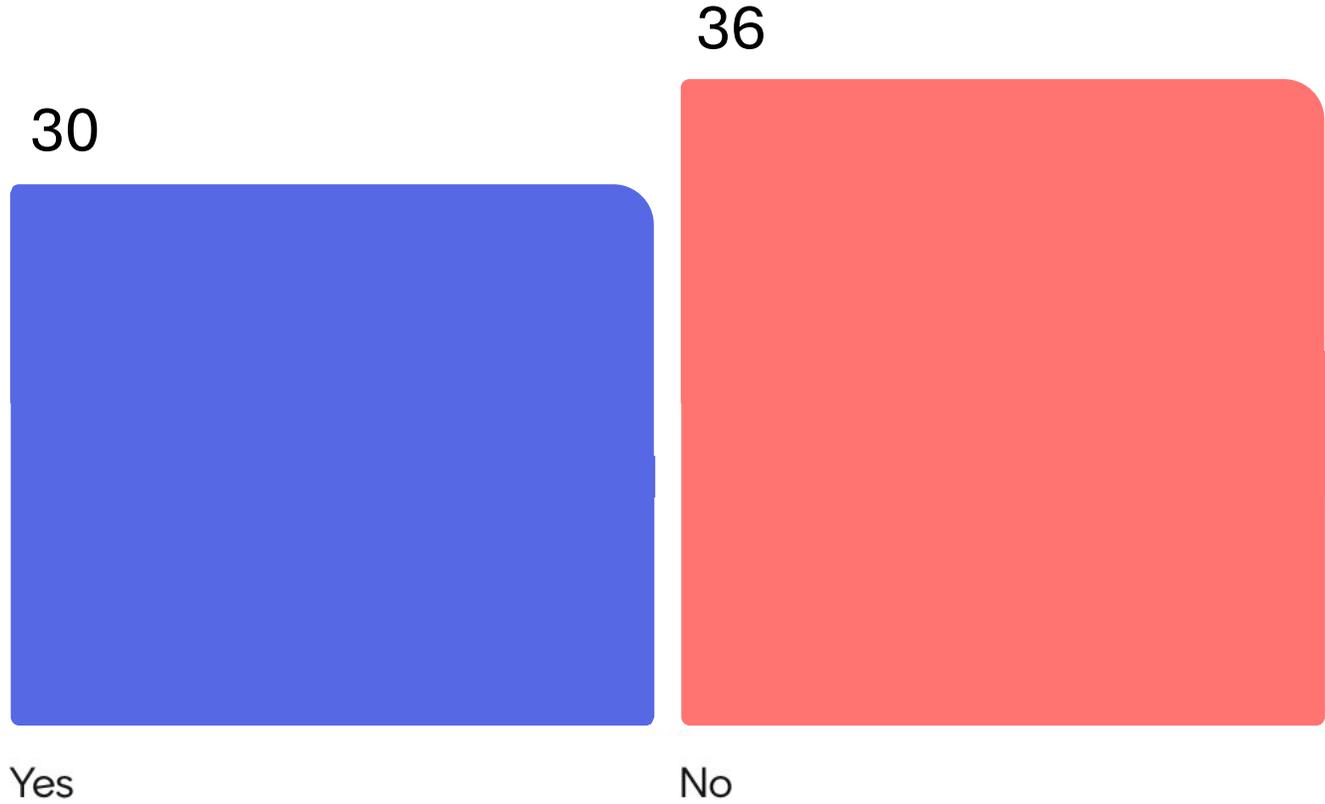
Have you provided your credit card information to Amazon?



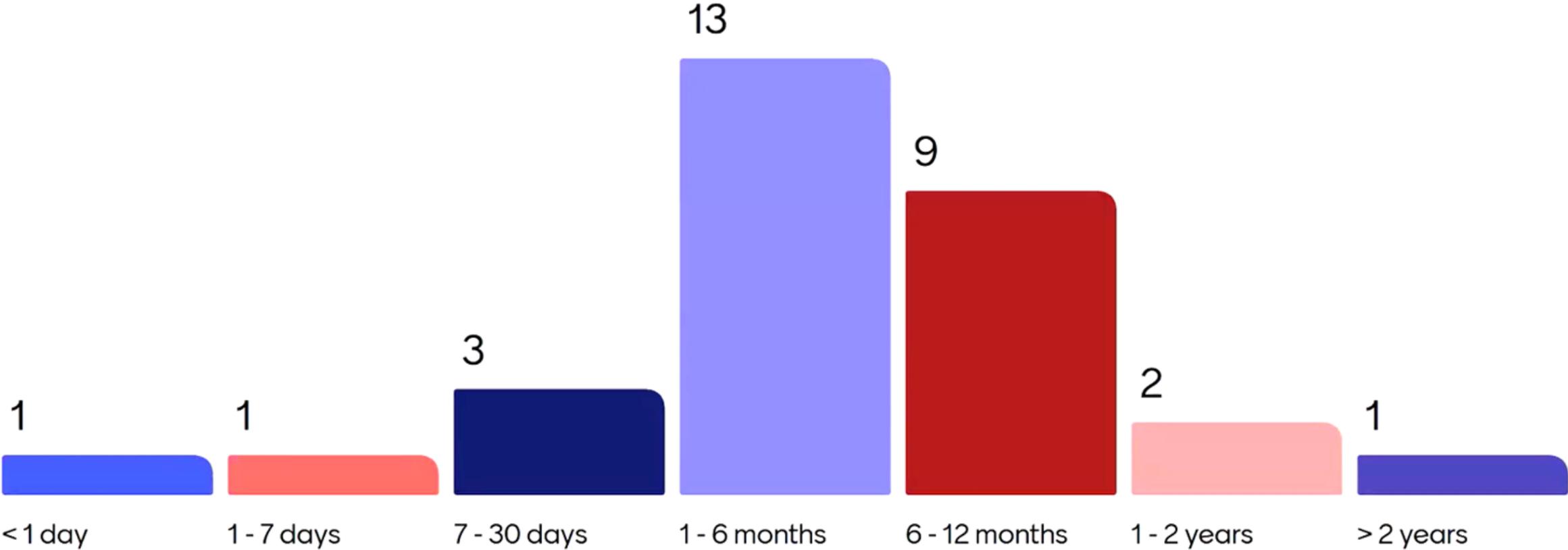
How can a public sector organization build trust?

- Establish **accountability**
- Operate **transparently**
- Promote **visibility**

Have you ever negotiated a Data Sharing Agreement?



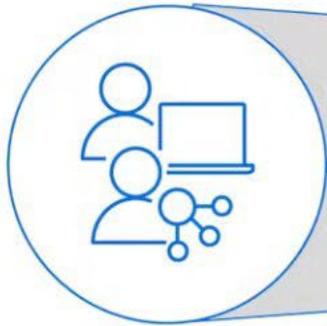
How quickly were you able to execute the agreement?



Key relationships facilitate accountability

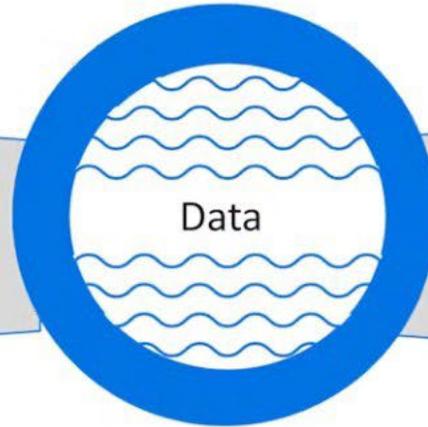
Producers

“Teams that want to share data”



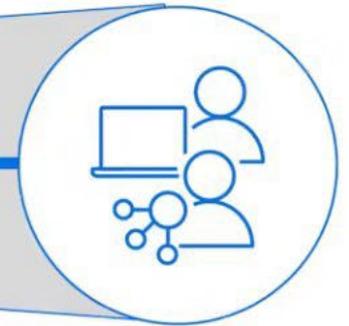
Trustee

“Team that operates the platform”



Consumers

“Teams that want to use data”



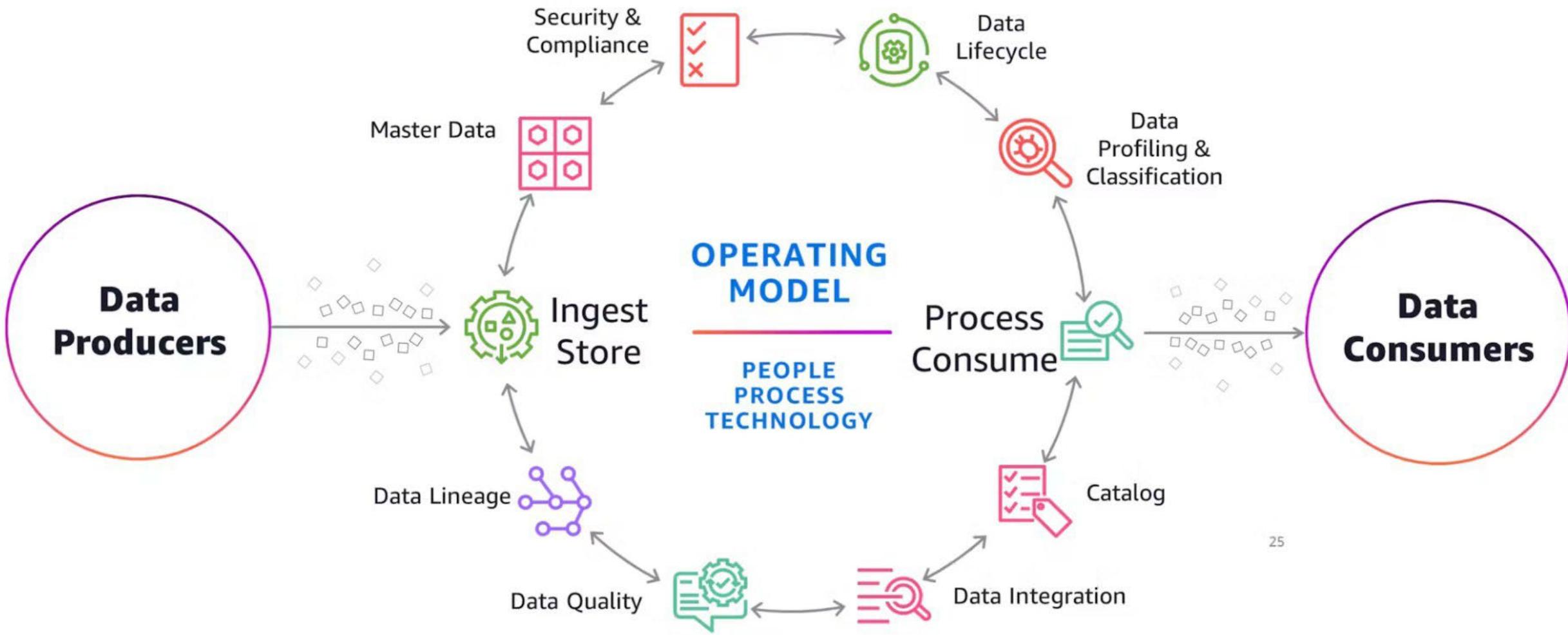
- Domain expertise
- Data ownership and governance
- Data quality
- Metadata Management

- Build security controls
- Build and run the platform
- Simplify on-boarding
- Enterprise datasets
- Training and community

- Execute business priorities
- Business analytics development
- Data Discovery
- Data pipeline development
- Creation of new insights

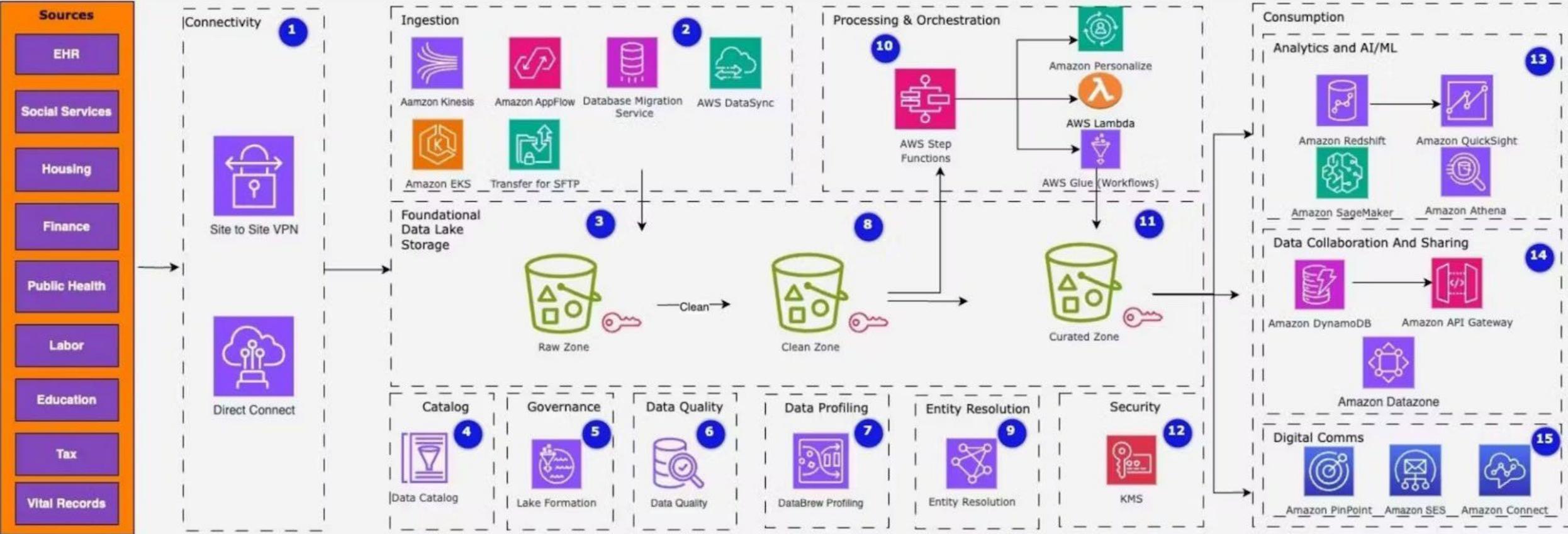
Level of decentralization depends on maturity of skills, complexity of business, domain knowledge required, and pace of tech change

Operating model supports transparency



Modern Data Architecture on AWS

This guidance provides a reference architecture showing best practices in the building of a customer data platform covering data ingestion, identity resolutions, segmentation, analysis, and activation.



The AWS approach to data governance

People, processes, and technology that organizations use to ensure the quality and security of their data throughout its lifecycle



THINK BIG, START SMALL, SCALE FAST

1. Architect data governance to **support** the wider data strategy
2. Implement incrementally based on **business initiatives and use cases** that drive the data strategy
3. Further **evolve** data governance capabilities over time



Government Agency



Law Enforcement



Medical Professional



Policy Maker



Innovative Research



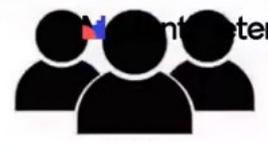
Social Worker



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Public Stakeholder

Data Analytics, AI/ML, & Intelligence Delivery

Publish to Public Catalog

Data Trust

Data Catalog



Crosswalk

Anonymized

PII Matching

PII Data

Data Sharing Platform

De-identified Data

Data Curation

Publish to Open Data Portal

Metadata

Open Data Portal

Open Data

Data Governance Council



AI is at an inflection point

Key drivers: Compute capacity increase | Data growth | Model sophistication

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What is the public sector doing with AI?

Improve operational efficiency

DOCUMENT
PROCESSING

PROCESS
OPTIMIZATION

CYBERSECURITY

DATA AUGMENTATION

Accelerate mission execution

CONVERSATIONAL
SEARCH

SUMMARIZATION

CODE GENERATION

DATA TO INSIGHTS

Enhance stakeholder experience

CHATBOTS

VIRTUAL ASSISTANTS

AI-POWERED
CONTACT CENTER

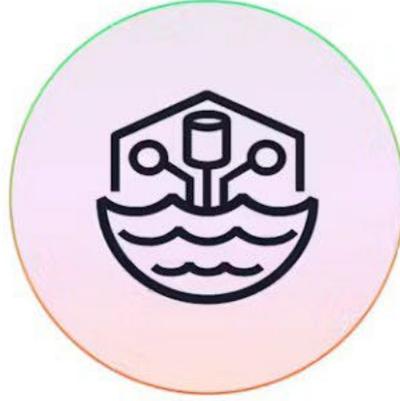
PERSONALIZAT

How the public sector consumes AI capabilities



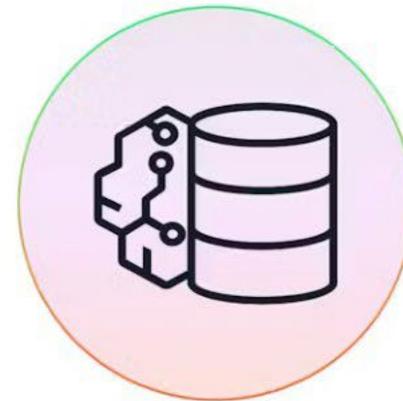
**End-User
Applications**

+



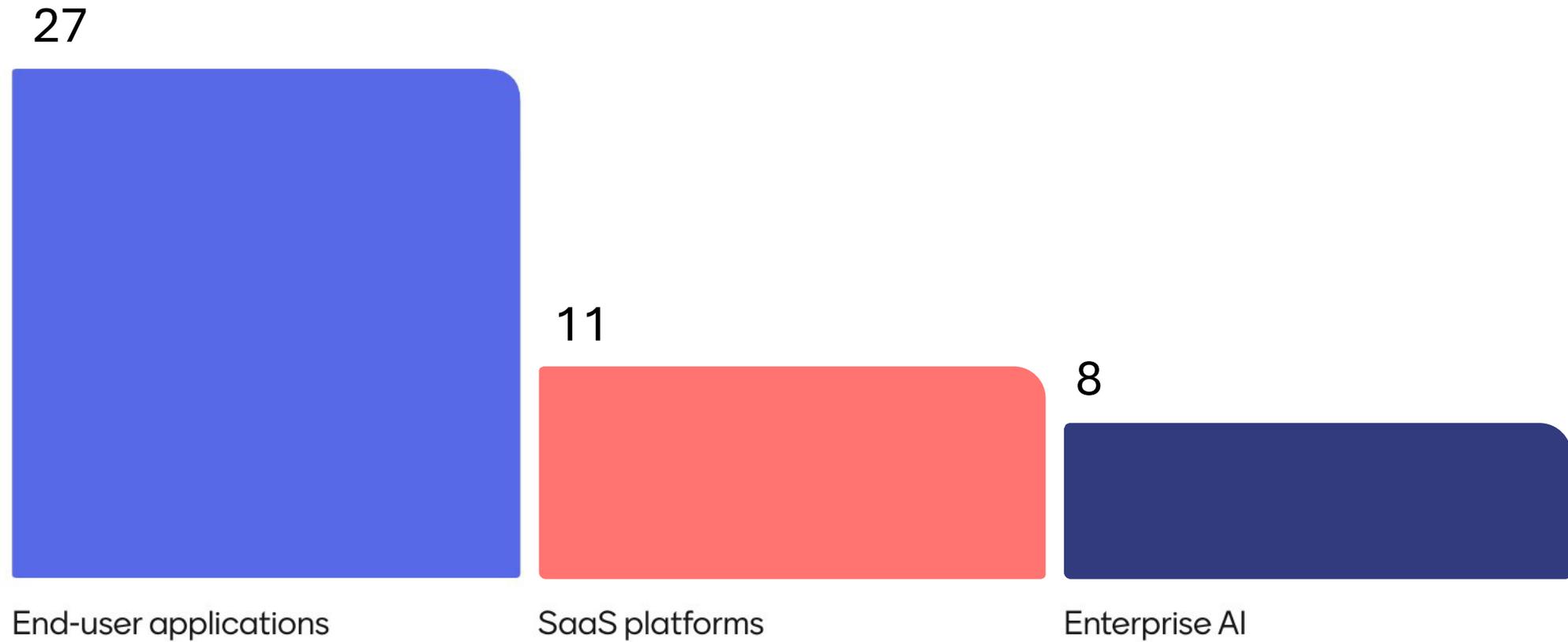
**SaaS
Platforms**

+



Enterprise AI

How is your organization consuming AI capabilities?



How to drive mission value