



Digital Transformation Showcase

State and Local Government | Quick View Video Guide

Fall 2020



Welcome to the Microsoft Digital Transformation Showcase

The Microsoft Digital Transformation Showcase offers **real examples** of how we are working with state and local governments to respond, recover and reimagine our future together.

Whether it's enabling remote access, empowering cross agency collaboration or providing trusted and secure services, these videos provide real examples of where organizations are doing this today. We share how these solutions are helping to deliver results, drive modernization and enhance constituent services.

Learn more at
aka.ms/slqshowcase



21st century workforce

Equipping today's workers and students with the skills, agility and opportunity to thrive in the digital economy – in both on-site and remote learning and workplace environments.

- 🔗 **Moving city government forward:** Redmond, WA Mayor Angela Birney describes how **Microsoft Teams** became “a total game changer” for the city during the coronavirus, with **Jonny Chambers, Redmond’s Technology & Information Services director**, joining the conversation. *Products: Microsoft 365 Technologies: Microsoft Teams*
- 🔗 **Using AI for accessible, inclusive hiring:** John Robinson, CEO of **Our Ability**, explains how the company is using **AI and Azure** to increase employment opportunities for people with disabilities and make it easier for employers to find workers with the skills they need. *Products: Azure Technologies: Immersive Reader, Bot Services, Natural Language Understanding, AI, Speech to Text*
- 🔗 **Learning anytime, anywhere:** See how state and local governments can drive skills development, engagement, and retention by connecting employees to **LinkedIn Learning’s** online courses. *Technologies: Natural Language Understanding, Text Analytics*
- 🔗 **Transforming workforce strategy with data-driven insights:** State and local governments face increasing competition for in-demand skills. This demo shows how using data and **LinkedIn Talent Insights** can help attract and retain a modern-day, skilled workforce. *Technologies: Natural Language Understanding, Text Analytics, Machine Learning*
- 🔗 **Connecting through remote learning:** Dr. Regina Peter, with **New Jersey’s Newmark schools** shares how **Microsoft Teams** was “a life saver” when **COVID-19** forced the switch to remote learning. *Products: Microsoft 365 Technologies: Microsoft Teams, Immersive Reader*

- 🔗 **Preparing students for the future:** Philip Neufeld, executive officer of IT for California's Fresno Unified School District, discusses the digital transformation that is underway to better prepare Fresno's 70,000-plus students for their "as yet imagined futures." *Products: Azure, Microsoft 365 Technologies: Microsoft Teams*
- 🔗 **Industry perspective: 21st century workforce:** Microsoft's Sarah Jackson, GM of Customer Success, and Stuart McKee, former State and Local Government CTO, offer perspectives on equipping students and today's workers with the skills, agility and opportunity to thrive in the digital economy – in both onsite and remote learning and workplace environments.



A safer, more secure nation

Providing leading-edge capabilities for criminal justice, public safety and national security organizations to better protect and serve the public, and ensure a safer, more secure world.

- 🔗 **Improving legal case management:** Explore how **ProCase**, built on the **Microsoft cloud**, is allowing legal system professionals to make good decisions based on solid information. *Products: Dynamics 365 Technologies: Microsoft Power BI, Azure Video Indexer, Machine Learning, Microsoft Translator*
- 🔗 **Enhancing public safety:** Learn how **RapidDeploy** is using **Microsoft Dynamics 365** to help **911 call centers** and **first responders** save lives with real-time data to more accurately identify the emergency location, expedite unified resources, reduce response times, and enhance public safety. *Products: Dynamics 365 Technologies: Microsoft Power BI, Esri Integration, GeoAI Data Science Virtual Machine (DSVM)*
- 🔗 **Bringing Azure AI to remote locations:** The 2014 Ebola outbreak in Liberia provides an example of where **Microsoft Azure Stack Edge** could have helped USAID and others search for critical information, gain insights and better respond to the crisis. See how this managed appliance brings the compute, storage and intelligence of **Azure Cognitive Search** right where you need it. *Technologies: Azure Stack Edge, Azure Cognitive Search, AI, Edge Computing, Image & Text Recognition, Microsoft Translator*
- 🔗 **Engaging the public:** Houston City Council Member **Abbie Kamin** shares why she became the first adopter of **Microsoft Teams** for committee meetings. *Products: Microsoft 365 Technologies: Microsoft Teams*
- 🔗 **Industry perspective: A safer, more secure nation:** With criminal justice, public safety and national security organizations facing complex and difficult challenges, Microsoft's **Stuart McKee**, former **State and Local Government CTO**, and **Rick Zak**, **director, Public Safety and Justice Solutions**, review some of the leading-edge capabilities that are better protecting and serving the public – and ensuring a safer, more secure nation.



Connected governments and communities

Delivering experiences that engage residents, improve and enable continuity of public services, increase community connections, provide critical information and produce greater value for all.

- 🔗 **Using AI to understand community needs:** Learn how ZenCity's AI-powered platform is providing a new and better way for cities to incorporate **resident sentiments** into decision making. *Products: Azure Technologies: Microsoft Power BI, Sentiment Analysis, Natural Language Understanding, Text Analytics*
- 🔗 **Accelerating state government remote work:** South Dakota CTO Pat Snow details the quick adoption of **Microsoft Teams** for remote work by 75 % of state employees. *Products: Microsoft 365 Technologies: Microsoft Teams*
- 🔗 **Modernizing unemployment administration:** Microsoft partner **Sagitec** enables state **unemployment insurance** departments to handle increased claim volumes with a scalable **Azure**-powered system that delivers better customer service, reduces costs and increases efficiency. *Products: Azure Government Technologies: Bot Framework, Knowledge Base, QnA Maker*
- 🔗 **Modernizing citizen services for the digital age:** See how **Microsoft Services' Citizen Services** are helping governments modernize and enhance digital experiences. *Products: Dynamics 365 Technologies: Virtual Agent, QnA Portal, Bot Framework, Text Analytics*
- 🔗 **Building trust in the online environment:** Discover how **Microsoft Services' Citizen Digital Identity Hub** is enabling governments to enhance experiences and build trust. *Products: Dynamics 365 Technologies: Azure Policy Management, Active Directory B2C*
- 🔗 **Industry perspective: Connected governments and communities:** Microsoft State and Local Government's **Kim Nelson**, executive director, and **John Cho**, regional director, discuss Microsoft and partner solutions that are helping governments innovate while working remotely to maintain business continuity and keep the public engaged.



Reimagined health and human services

Empowering teams to provide personalized services from anywhere – in clinics, homes and telehealth scenarios – unlocking health data and using powerful new technology to produce better experiences, insights and care.

- 🔗 **Mapping the coronavirus in real time:** Johns Hopkins University used **Power BI** integrated with **Esri mapping** software to develop an interactive **web-based dashboard** that helps the world understand **COVID-19's** scope and spread in real time. *Products: Azure Technologies: Microsoft Power BI, Esri Integration, Geospatial AI, GeoAI Data Science Virtual Machine (DSVM)*
- 🔗 **Bringing conversational AI to health care:** Discover how **Microsoft chatbots** are helping deliver timely and accurate health information – and can support all organizations quickly field a variety of public inquiries. *Products: Azure Technologies: QnA Maker, Microsoft Healthcare Bot, Knowledge Base, Natural Language Understanding*
- 🔗 **Keeping the community informed:** Washington's Snohomish County executive director **Kendee Yamaguchi** explores how their **COVID-19 chatbot** is providing critical information to residents and employees, 24/7.
- 🔗 **Automating emergency response:** Josephine Wong, deputy director of the King County Department of Community and Human Services, explains how nurses used an **automated emergency response application** to field and record **COVID-19** calls and identify residents needing isolation and quarantine services.
- 🔗 **Industry perspective: Reimagined health and human services:** Microsoft's **Andy Pitman**, director, HHS Solutions, discusses with **Stuart McKee**, former **State and Local Government CTO**, efforts to help health and human services teams provide personalized care from anywhere – in clinics, homes and telehealth scenarios. They also talk about unlocking health data and using powerful new technology to produce better experiences, insights and care.



Smart infrastructure

Transforming urban and rural communities with innovations that increase mobility and connectivity, enhance remote collaboration and result in smart buildings, public works, agriculture and infrastructure.

- 🔗 **Sustaining North America's largest transportation network:** New York Metropolitan Transportation Authority CTO Raf Portnoy describes the “phenomenal miracle” of 72,000 employees coming together to sustain bus, subway and commuter rail service – with about 12,000 members of the team working from home. *Products: Dynamics 365, Azure*
- 🔗 **Reducing costs with proactive maintenance models:** Discover how the cloud, IoT, Digital Twins and machine learning can model the real world, driving better infrastructure, maintenance, and experiences as well as reduced costs. *Products: Azure Technologies: Azure Digital Twins, Machine Learning, Predictive Maintenance, Azure IoT Hub, Stream Analytics*
- 🔗 **Working to feed the world:** Azure FarmBeats is enabling data-driven precision farming that could revolutionize how food is grown across the globe. *Products: Azure Technologies: Windows 10 IoT Core Services, TV Whitespaces, Edge Computing, AI, Machine Learning*
- 🔗 **Enhancing fleet operations:** Microsoft partner **Stealth Power's** technology provides **mobile power** to operate vehicle equipment without idling engines. Learn how this solution is reducing costs, fuel consumption and carbon emissions and using predictive analytics to optimize fleet performance. *Products: Azure Technologies: Microsoft Power BI, Dynamics AX, Machine Learning, IoT Hub, Stream Analytics*
- 🔗 **Connecting rural America to new opportunities:** Microsoft Airband is working toward the ambitious goal of providing **broadband** access to 3 million unserved Americans living in rural areas. Watch this video on progress to empower rural communities to thrive in the digital economy. *Products: Azure Technologies: Microsoft Power BI, TV Whitespaces, IOT*

- 🔗 **Seeing underground infrastructure in 3D:** Discover how Microsoft partner vGIS uses HoloLens 2 and mobile augmented reality to transform traditional 2D maps and data about gas lines, water pipes and other underground utilities into 3D visuals. *Technologies: HoloLens 2, Mobile AR*
- 🔗 **Industry perspective: Smart infrastructure:** Microsoft's Ben Hammel, director of Strategy and Business Development - Transportation and Digital Identity Markets, and former State and Local Government CTO Stuart McKee discuss how urban and rural communities are transforming with innovations that increase mobility and connectivity, enhance remote collaboration, and result in smart buildings, public works, agriculture and infrastructure.



You can find additional Microsoft resources and information at the following sites.

Learn

- 🔗 **Microsoft in government:** Do more and achieve more for the constituents you serve with innovative technology solutions for government agencies.
- 🔗 **Microsoft on the issues:** Stay up to date with Microsoft news and perspectives on legal, public policy and citizenship topics.
- 🔗 **Microsoft AI for Good:** Learn how Microsoft is helping empower those working to solve humanitarian issues and create a more sustainable and accessible world.
- 🔗 **Microsoft global skills initiative:** Gain insights about the Microsoft initiative aimed at bringing more digital skills to 25 million people worldwide by the end of the year.
- 🔗 **Microsoft Customer Stories:** See how Microsoft tools are helping companies and governments run.
- 🔗 **Microsoft crisis response for state and local governments:** Explore Microsoft and partner solutions to help slow the coronavirus pandemic's spread and revive the economy.

Engage

- 🔗 **Microsoft Technology Centers:** To schedule, contact your Microsoft account manager.
 - 🔗 **Offerings** to support your digital transformation journey.
 - 🔗 **Locations** in 40-plus cities.

Attend

- 🔗 **Microsoft AI business school for government:** Gain practical guidance to strategically apply AI and foster an AI-ready culture in your government organization.

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