

Strides in Government Technology

The Importance of Predictive Infrastructure Monitoring

Introduction

Local and federal governments play a significant role in citizens' lives, and in order to make services more efficient and accessible, many government organizations have been expanding their digital offerings. Now, a whole host of capabilities are available to citizens online, improving the level of support agencies are able to provide, as well as the engagement constituents have with their local and federal entities.

However, as these organizations continue to make strides toward increasingly advanced technology, keeping a watchful eye on the infrastructure that supports agency- and citizen-facing platforms is critical. This is where a robust infrastructure monitoring suite like Galileo becomes such a critical asset for organizations that serve the public.

A Growing Digital Footprint

"Government offices have moved their capabilities online, providing citizens with digital touch points."

In the past, many common government services required citizens to visit an official office, fill out a paper form and provide payment in cash or check in person. This could mean reorganizing a person's entire schedule in order to make it to a government office on a weekday during business hours.

Now, however, times have changed considerably. Government offices including the United States Post Office, the Department of Motor Vehicles and other important organizations have **moved their capabilities online**, providing citizens with digital touch points.

"Some innovative local governments ... are **using technology and a customer-focused mindset** to innovate and better serve citizens, whether for setting up a business or renewing a driver's license," Harvard Business Review contributor Steve Ressler wrote.

Downtime Wreaks Havoc

When the infrastructure supporting these critical services experiences an issue, it can result in downtime which directly negates the efficiency and access government online platforms were designed to offer.

Case in point here was the **high profile crash of the Healthcare.gov website** in October 2013. The site, created to enable citizens to sign up for the previous administration's health insurance services, went offline soon after it was launched. An influx of traffic bombarded the network supporting the site, and users attempting to sign up for insurance coverage were greeted by notifications stating the site was too busy to handle traffic levels.

Government agency use of technology has significantly increased, making the performance of these systems crucial.

Downtime like this can spell disaster for government agencies, particularly for platforms created to provide services for citizens. Inaccessibility on internal, government employee-facing systems can be considerably problematic as well, preventing agencies from assisting citizens.

Performance Monitoring Of Key Systems

Overall, proper access and performance of technological assets is incredibly important in government. In order to provide tools for agency employees as well as citizens, government agencies should have robust infrastructure monitoring in place that can offer actionable analytics pertaining to the most important IT environments.

By proactively monitoring SAN, cloud, data center and other environments, government IT teams can adjust and repair issues before they become large-scale, downtime-causing problems. To find out more about the benefits that an infrastructure monitoring suite can offer government organizations and see these advantages for yourself, contact the experts at **Galileo Performance Explorer** for a free trial today.