

GOVERNMENT SERVICES

Data Rich Government Services

Put Your Data Sharing in Motion

As Government embraces digital transformation, its missions increasingly require a complete data picture in the moment of action. The sources of this data often extend beyond organizational boundaries. For complex decision making, situational awareness, and personalized Customer Experience, data from bureau, component, agency and Department boundaries must be combined.

With this in mind, Government agencies are still working to determine how best to leverage the full value of their data. The [Federal Data Strategy](#) provides a starting point for accelerating the use of data to *"deliver on mission, serve the public, and steward resources while protecting security, privacy and confidentiality."*

Confluent aligns closely with the goals of the Data Strategy's principle of Conscious Design, harnessing existing data and protecting its quality and relevance, allowing agencies to be more responsive to constituent needs with modern services.

How Data in Motion Meets Data Sharing Demands

Traditional data sharing approaches such as web service API, direct download, and direct access weren't designed to meet today's need for real-time data and analysis. Data streaming, on the other hand, puts data in motion for real-time use across organizational boundaries. In this model, the sharing organization publishes a stream of events (including changes and deltas) as they occur which is consumed by any authorized organization or system by simply subscribing.

Confluent extends the de facto standard in data streaming, Apache Kafka, and is built to deliver event streams to any mission partner possessing the required credentials. Confluent runs anywhere from the disconnected edge to the data center to the cloud. With a robust ecosystem of connectors, organizations can consume events and changes from operational data stores, modern or legacy systems, and curate them to create data rich applications and highly personalized experiences.

In this way Confluent makes it possible for data consumers to act immediately on events as they occur and each organization's applications remain up-to-date.

"Rather than storing the data away in silos, where it's static, and bringing retroactive questions to the data, what you want to do is publish your data as a constant stream and deliver it to the questions in real-time."

— WILL LAFOREST, CONFLUENT PUBLIC SECTOR CTO

Data Streaming gives agencies:

- Ability to conduct event-driven action
- An easily implemented way to infuse any application with all available data in any combination
- A continuous feed of data as events occur
- A continuous and efficient data synchronization by just sending deltas
- Access to high volume data processing

Data in Motion in Practice

Developing, Processing, and Delivering Benefits

Government agencies tasked with administering citizen benefits can use a data in motion approach to streamline the benefits process making it quicker, more targeted, and less susceptible to fraud.

The Veterans Benefit Administration (VBA) was looking to improve the speed of benefits processing while also tailoring offerings to individual veterans. VBA implemented Confluent as part of a Center of Excellence effort to scale their offerings to meet growing demand.

With over 100 developers building automated systems, there was a dangerous load placed on the source database from both a performance and security perspective. Confluent removed the need to directly access the source database, minimizing the burden on the back-end infrastructure while freeing developers to focus on innovation.

With this new system in place, the VBA can now distribute a diverse set of benefits dealing with cemetery plots, GI Bill loans, toxic chemical exposure, and more with greater speed and higher quality. Additionally, the easy access to data allows the VBA to offer additional personalized benefits that the Veteran may not have been aware they qualified for.

VBA anticipates a significant increase in the number of workflows in the near future. With Confluent they will be able to scale to meet demand and meaningfully improve Veteran satisfaction with the Government service, providing a single source of truth for benefits information no matter how the Veteran accesses services – in person, through a call center, or on an app.

Getting your data in motion requires careful planning and the right partner. Confluent powers an event streaming platform with the needed flexibility, durability, and security required for complex, large scale mission operations. Data sharing with Confluent means that data consumers can react immediately as data is created at the source. Simultaneously, costs are optimized by only sharing changes and using a technology designed for sharing data with multiple down stream consumers.

Ready to get started?

Contact a Confluent expert today

Email us on publicsector@confluent.io

Or visit confluent.io/get-started for more details