3 Ways to Prioritize Telework in Your IT Modernization Strategy

Undoubtedly, the COVID-19 outbreak has disrupted operations and will have a long-term impact on where and how government employees get work done to meet their objectives. Remote working is likely to become the norm even after the pandemic subsides, and agencies should prepare for this long-term shift.

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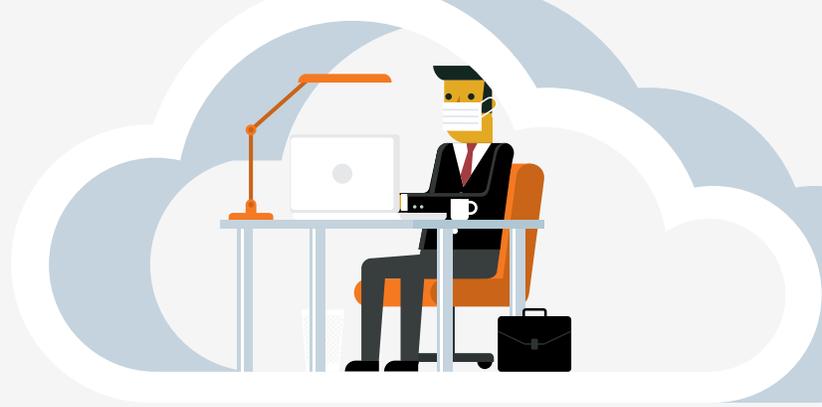
Overview

The sudden transition to mass telework has created some hurdles, such as an increase in demand for network capacity. According to Federal Chief Information Officer, Suzette Kent, **many agencies have utilized capabilities** included in the President's Management Agenda (PMA) to "quickly embrace an environment of maximum digital engagement to continue meeting the mission and service expectations for their agency."

Investments in IT modernization, such as cloud solutions, scalable commercial platforms, and online collaboration tools have enabled many agencies to respond quickly to the unique challenges of continuing operations during the pandemic.

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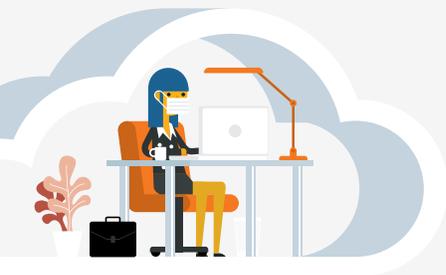
[Agencies were able to] quickly embrace an environment of maximum digital engagement to continue meeting the mission and service expectations for their agency."

Suzette Kent
Federal Chief Information Officer

Explosive Growth of Apps in a Cloud and Mobile World

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At the same time, agencies still have to deal with the explosive growth of applications, changing data traffic patterns caused by the proliferation of cloud and mobile apps, and the increasing volume, variety, and variability of data, applications, and connected devices. All these together place an additional strain on traditional networks.

As agencies become increasingly distributed and move more mission-critical workloads and processes to the cloud, there is a need to modernize networks and improve the way applications are delivered to, and consumed by, offices, branches, mobile users, and now hundreds of thousands of remote workers.

In these unprecedented times, two things are certain: Modernization initiatives must continue, and agencies will need to ensure remote workers remain productive while keeping data secure.

Achieving Next-Gen Network and Application Performance

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At the end of the day, all government missions rely on optimal network and app performance– from the mission of the civilian employee in the office to the warfighter on the battlefield. To deliver exceptional network and application performance across complex hybrid IT environments, agency IT leaders will need to be able to visualize, optimize, accelerate, and remediate the performance of any network for every type of enterprise application. RavenTek and Riverbed enable agencies to do just that.

As agencies navigate this new era of mobility, the need to power next-generation network and app performance is more apparent than ever before. To optimize network and application performance, here are a few steps that agencies should consider:

Focus on the Mission

1

IT managers should engage agency leadership by understanding their objectives, what they are trying to achieve, and the barriers blocking success in everyday tasks and overall missions. Then, they can discuss how technology aligns or supports those goals. For IT teams to be able to support an agency's digital transformation goals, they need a unified view of an agency's IT system and network performance.

Riverbed's solutions provide the ability to monitor end-user and network performance from a single dashboard. When combined with Aternity's End User Experience (EUE) and Application Performance Monitoring (APM) solutions, IT teams and leaders can quickly and objectively identify if a user-facing issue is network, client, or application related. Aternity provides the ability to monitor the digital experience of every type of app in the enterprise portfolio, while maintaining the highest level of data quality at any scale.

Take Care of the Workforce

2

With more people working from home and taking up bandwidth, agencies need to manage the emotional toll on end users when they encounter delays due to overwhelmed networks and poor application performance. They need Network Performance Monitoring (NPM) tools that can inform network teams on how users are accessing the network and how well the network is working for them.

Riverbed's NPM solution enables agencies to take care of their workforces by ensuring utmost network performance. Additionally, this NPM tool empowers agencies to:

Always know what's on the network: Continuously monitor dynamic networks and infrastructure to ensure network and application availability and performance.

Troubleshoot before it's an issue: Proactively identify and resolve performance issues before users and the agency are impacted.

Improve cost efficiency: Understand resource utilization to better manage vendor costs and right-size resources based on performance requirements.

Strengthen cyber posture: Provide essential visibility and forensics for broad threat detection, investigation, and mitigation.

Choose the Right Metrics

3

Agencies need to reduce latency and the cost of delay when rolling out applications to an extended remote workforce. At the same time, agencies cannot manage what they cannot measure. That is why enhanced visibility into network and application performance is critical to defining metrics.

Riverbed's unique NPM and EUEM tools allow IT teams to automatically track every enterprise application and how they will perform on any physical, mobile or virtual device, ensuring all members of the workforce can access their mission-critical apps in the way they are most comfortable. By quantifying network and app performance, IT can determine the baseline for "normal" performance and actually measure "click-to-render" time. Then, they can automatically compare app and device performance as well as end-user experience to that baseline and prioritize accordingly.

For government workforces, this eliminates the pain of having to wait hours or even days for IT to answer a help-desk ticket. IT can address and troubleshoot issues more proactively with numbers to prove how networks and apps are actually performing.

Riverbed | The Partner of Choice

Riverbed Technology solutions are secure, open, and flexible platforms that address performance holistically with best-in-class network performance management, WAN optimization, application acceleration, and enterprise-grade Software-Defined (SD)-WAN solutions. **Additional capabilities include:**

SD-WAN modernizes agency networks with a software-defined architecture that delivers cloud-ready agility and cost savings without compromising end-user experience or security:

Simplify and automate the provisioning and management of network resources.

Accelerate the roll-out of new sites, applications, and network services.

Cost-effectively increase WAN capacity by seamlessly integrating Internet Broadband to augment or replace MPLS.

Increase network security at branch offices, especially those with direct Internet access.

Accelerate application performance and optimize WAN resource utilization.

WAN Optimization that maximizes network efficiency and expands network capacity:

Increase network performance by up to 100x while reducing bandwidth utilization across hybrid and software-defined networks.

Achieve more cost-effective data migration, disaster recovery, replication, and backup with exponentially more efficient WAN operations.

Maximize the efficiency of data flow across hybrid WAN architectures.

About RavenTek and Riverbed

Riverbed understands that every agency is on a digital journey and that every journey is unique. With a proud heritage of technology leadership and proven expertise maximizing performance and visibility for the world's largest organizations, we can help agencies reach the full potential of their network and application investments today and in the future.

Learn more at **www.riverbed.com**.

RavenTek recognizes that in today's challenging fiscal environment, federal agencies need the right partner who can help them advance mission goals through efficient and innovative IT, engineering, administrative, and program management solutions.

Learn more at **www.raventek.com**.

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