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GovRAMP Buyer's Guide for Government

Keep current with GovRAMP updates and discover authorized solutions that strengthen security, support modernization, and drive mission outcomes.

FEATURING: *Program Overview* • *GovRAMP Portfolio*
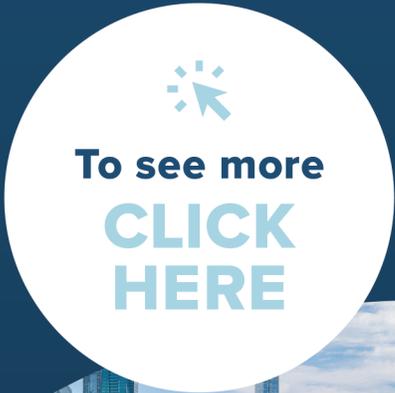*Contract Vehicles* • *Success Stories*

GovRAMP CYBER SUMMIT

RECAP

The GovRAMP Cyber Summit 2025 served as a key event for cybersecurity professionals within the public sector. The summit brought together over 350 attendees, including industry leaders, government officials, and cybersecurity experts, who engaged in discussions about the latest challenges and advancements in state and local government cybersecurity.

Throughout the event, participants explored a variety of topics including cloud security, risk management, compliance frameworks, whole-of-state, incident response, procurement best practices and more.

To see more CLICK HERE

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ANITIAN

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PARAMIFY

PROJECT HOSTS Security Compliant Clouds

stackArmor

zscaler

Scan QR for details about the event, including the agenda and video recordings of the sessions

Welcome to the GovRAMP Buyer's Guide!

Leveraging GovRAMP for Secure Cloud Adoption and Accreditation: A Comprehensive Guide for Government and CSPs.

As State, Local, and Education organizations are increasingly reliant on cloud technologies to deliver services, the need for robust cybersecurity measures has never been more critical. GovRAMP stands at the forefront of these efforts, providing a structured pathway for secure cloud adoption through standardized security assessments, authorizations, and continuous monitoring, anchored by the NIST SP 800-53 framework.

GovRAMP simplifies the vetting process for Cloud Service Providers (CSPs) by establishing a standardized framework that aligns with the evolving security needs of government agencies. This initiative is essential for CSPs seeking to demonstrate their commitment to public sector cloud security without the inefficiencies of redundant compliance audits. By standardizing documentation and audit processes, CSPs can expedite the deployment of secure cloud solutions, offering significant cost and time savings.

The increasing participation of SLED organizations in the GovRAMP program is a testament to its effectiveness in enhancing security while promoting efficiency. This guide dives into the details of the GovRAMP program, showcasing its benefits, policies, and recent initiatives. Importantly, it includes detailed case studies that demonstrate the tangible value of GovRAMP verified offerings when applied by SLED customers in their real-world environments.

Additionally, you will find guidance on how to effectively procure these solutions, ensuring that government agencies can fulfill their mission-critical needs with heightened security and reliability.

Thank you to all stakeholders, across government and industry, who have contributed to the success of the GovRAMP program. Your collaboration has been essential in enhancing cyber resiliency and speeding up the deployment of secure solutions. We look forward to welcoming more participants as the program expands, continuing to improve our collective cybersecurity.

Leah McGrath

Leah McGrath
GovRAMP, *Executive Director & Board Ex-Officio*

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Program Introduction

GovRAMP Overview

GovRAMP is a 501(c)6 nonprofit membership organization established in 2020, specifically designed to support cloud service providers (CSPs) in offering secure cloud solution offerings (CSOs) to State, Local, and Education (SLED) governments. Modeled after the Federal Risk and Authorization Management Program (FedRAMP), GovRAMP is built on the trusted NIST SP 800-53 framework, providing a robust, standardized approach to security assessment, authorization, and continuous monitoring.

GovRAMP operates on a voluntary basis, allowing SLED governments to opt into the program to enhance their cloud security posture. One of the key principles of GovRAMP is the "verify once, use many" approach to authorization, which significantly reduces the burden of redundant assessments for CSPs and government agencies. This approach allows cloud solutions that have been verified once to be readily used across multiple jurisdictions, creating efficiency and consistency in security standards.

To ensure the highest level of security and compliance, GovRAMP relies on FedRAMP-approved Third Party Assessment Organizations (3PAOs) to conduct thorough assessments of cloud offerings. Through its shared services model, GovRAMP facilitates collaboration among states and local governments, streamlining the adoption of secure cloud services and promoting safer procurement practices across the country.

Authorization Process

To be listed on the GovRAMP Authorized Product List (APL), a CSP must first become a GovRAMP member. Membership is available at various levels, including reduced dues options for small businesses, to accommodate a wide range of service providers.

Once membership is established, a CSP must engage with a Third Party Assessment Organization (3PAO) to complete a Security Assessment Report (SAR). For those CSPs that are already part of or have completed the FedRAMP process, the FedRAMP Fast Track option allows them to submit the same security package and 3PAO audit results directly to the GovRAMP Program Management Office (PMO).

The completed SAR, along with the GovRAMP Security Review Request Form, must be submitted to the GovRAMP PMO. Upon submission and after payment of the authorized review fee, the CSO is listed on the Progressing Product List as Pending.

To move from a Pending to Authorized status, the CSP must have their security package approved by an authorizing government official. CSPs can either secure government sponsorship or elect to leverage the GovRAMP Approvals Committee as their sponsor. Once the sponsor reviews and approves the security package, the CSPs status on the APL is updated to Authorized, signaling full compliance and readiness for government procurement.

Impact Levels

GovRAMP Core

Verified security status in which the GovRAMP PMO confirms the implementation of 60 foundational NIST controls. 3PAO assessment is not required to obtain core status.

GovRAMP Low

Aligned with NIST Low Impact Control Baselines. Ideal for CSOs that process, transmit and/or store non-sensitive State data, including metadata and data suitable for public release, requiring no additional levels of protection.

GovRAMP Low+

Aligned with NIST Low Impact Control Baselines, supplemented by additional Moderate Impact Control Baselines.

GovRAMP Moderate

Aligned with NIST Moderate Impact Control Baselines. Suitable for CSOs that process, transmit, and/or store sensitive data such as personally identifiable information (PII), protected health information (PHI), payment card industry (PCI) data, or criminal justice information (CJI). Designed for scenarios where data loss or unavailability could disrupt government operations or undermine trust in government.

GovRAMP High

Aligned with FedRAMP High Baseline Controls, designated for the most critical and sensitive systems requiring the highest level of security.

Designed to keep your data safe

Enable secure interactions with GovRAMP solutions

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GDPR

Grant Program Application

Project Title

Your documents

Project Leader' Name

Email

PDF

Job Interest

Full Name
John Smith

If hired, can you
eligible to work i

No

Do you have relia

Full - Time

Is there any time
work?

No

Employment

Most Recent E

Key Players in the Authorization Process

| Stakeholder	Role
Cloud Service Providers (CSPs)	• Navigate pathways to GovRAMP Authorization • Conduct continuous monitoring of their services
Agencies	• Collaborate with CSPs to sponsor cloud solutions for authorization • Procure cloud solutions that are GovRAMP Authorized • Review continuous monitoring artifacts from CSPs
GovRAMP Approvals Committee (SAC)	• Acts as the primary body for Government sponsorship of GovRAMP Authorized Offerings • Reviews and approves security packages submitted by CSPs
GovRAMP Program Management Office (PMO)	• Manages and prioritizes authorization requests; maintains the GovRAMP approval queue • Provides executive summaries and recommendations for CSOs in the queue for SAC review and decision • Analyzes continuous monitoring artifacts submissions and documents the outcomes in the ConMon Executive Summary
GovRAMP Appeals Committee	• Adjudicates issues arising from the PMO's activities, including conflict of interest claims and disputes over status determinations
Third Party Assessment Organizations (3PAOs)	• Conduct initial and ongoing assessments of cloud systems to verify compliance with GovRAMP requirements
GovRAMP Enablement Partners	• Serve as advisors and/or accelerators to help CSPs expedite the timeline required to achieve a GovRAMP Authorization

Participating Governments

As GovRAMP continues to grow and expand, a rising number of state, local and public educational institutions are choosing to work with the program to adopt and implement common security standards across their cloud solutions.

33
STATES

68
PARTICIPATING GOVERNMENTS

400+
PRIVATE SECTOR MEMBERS

MN

MI

IN

OH

WV

VA

NC

MO

AR

AL

GA

FL

VT

NH

ME

NY

MA

CT

NJ
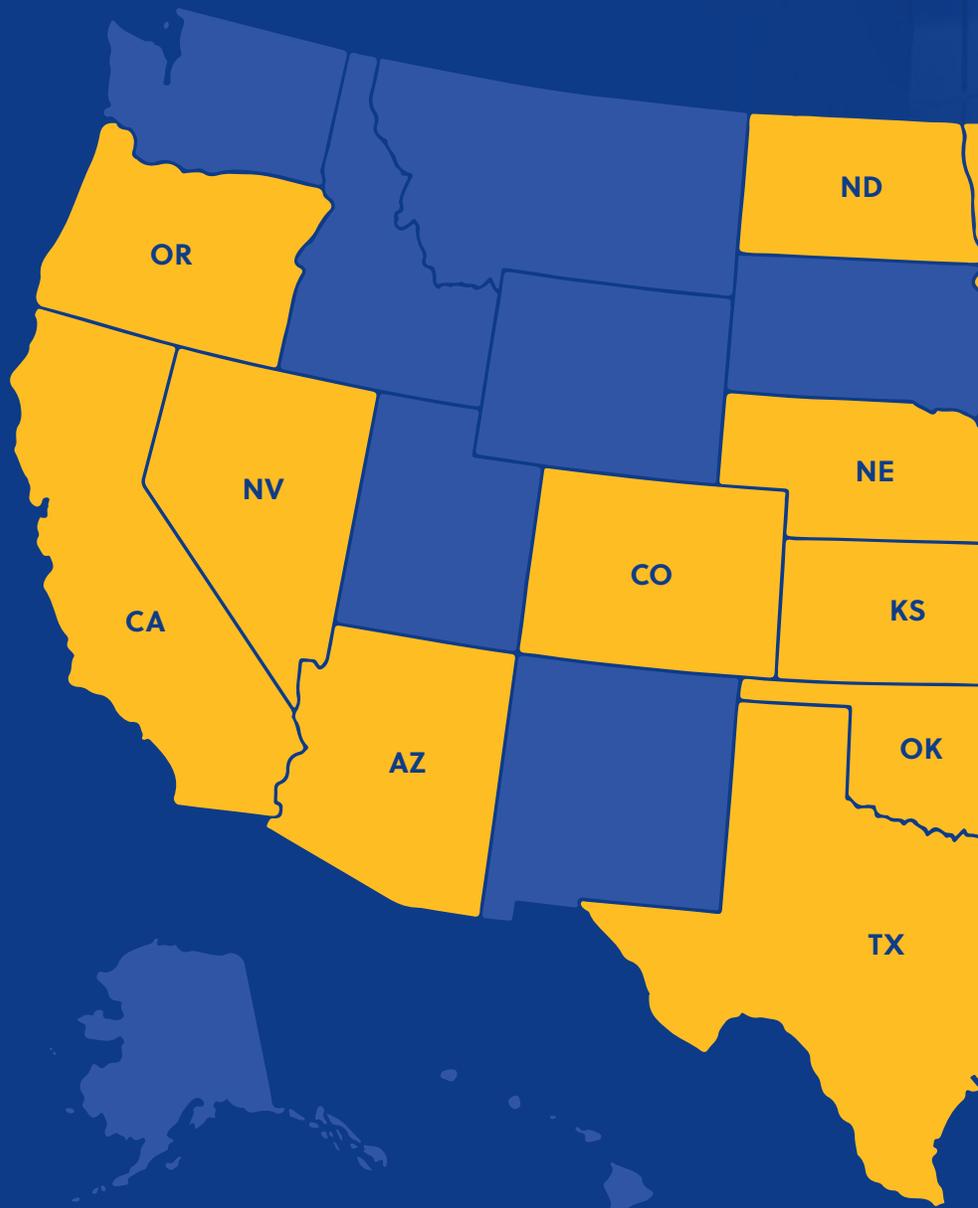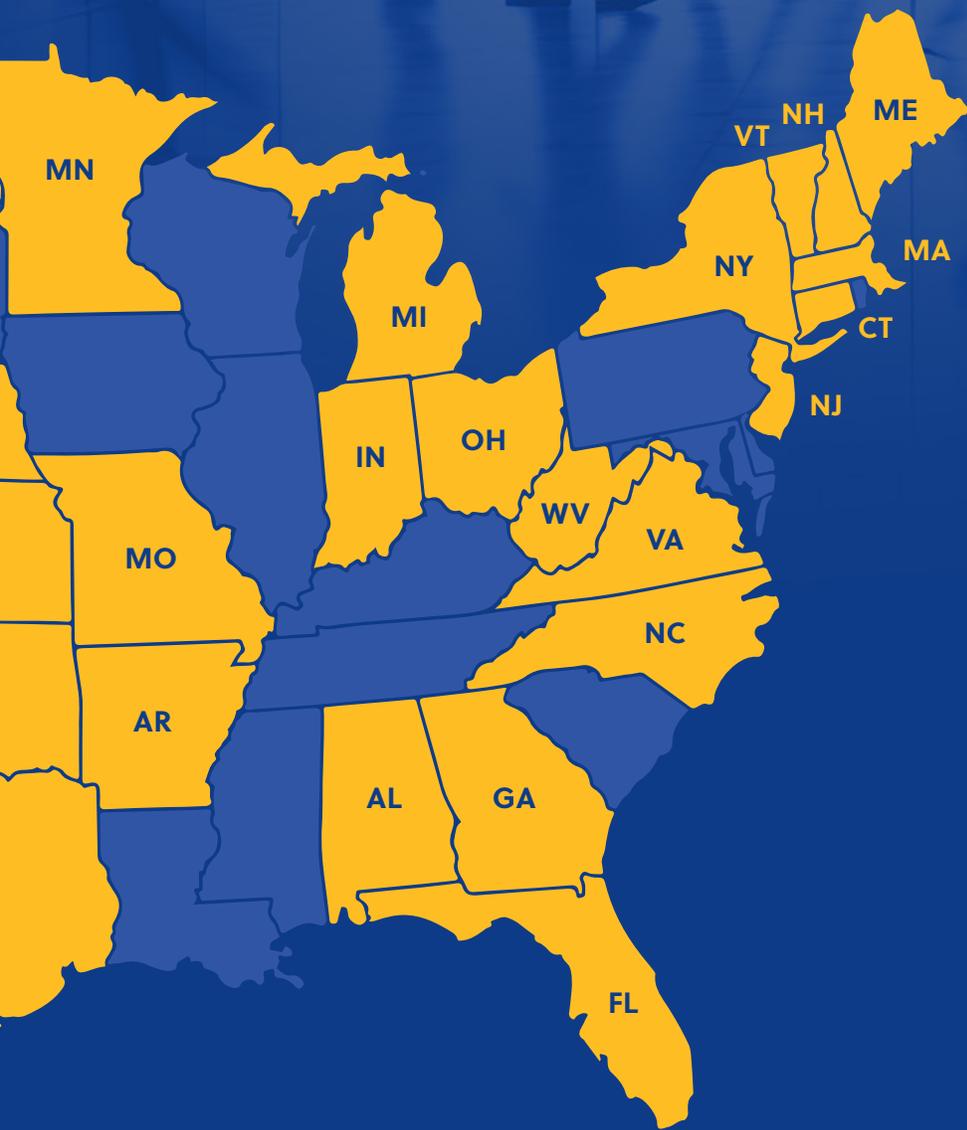
For those interested in the growing landscape of GovRAMP participation, a full and continuously updated list of participating governments is available.

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GovRAMP Marketplace

The GovRAMP marketplace is segmented into two distinct lists: the Authorized Product List (APL) and the Progressing Product List. Each list categorizes products based on their compliance status with GovRAMP security requirements.

Authorized Product List (APL)

The APL distinguishes products based on three verified statuses:

Ready:
Products that meet the Ready Minimum Mandatory Requirements Policy.

Provisionally Authorized:
Applies to products eligible for authorization where an interconnected technology may not be GovRAMP or FedRAMP authorized, provided that the interconnected technology holds a current GovRAMP Security Snapshot per the GovRAMP Authorization Boundary Guidance.

Authorized:
Represents the highest level of authorization for products that have demonstrated compliance with all required security controls.

Security Product Review

The Progressing Product List categorizes products into five stages of readiness:

Security Snapshot:

1 **Enrolled:** Products enrolled in the Progressing Snapshot Program working towards their initial snapshot score.

2 **Progressing:** Products that have submitted artifacts to receive their snapshot scores.

Security Product Review:

3 **Active:** Products actively working towards achieving 'Ready' status.

4 **In Process:** Products on the path to Authorized status.

5 **Pending:** Products currently under review by the GovRAMP PMO, awaiting a status determination.

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GovRAMP Initiatives Overview

Framework Harmonization

The growing complexity and cost of adhering to multiple cybersecurity frameworks across various industries necessitate a streamlined approach to security management. GovRAMP leads the effort in framework harmonization by aligning cybersecurity standards across federal, state, local and educational sectors. This not only enhances overall security posture but also reduces redundancy and inefficiency. A notable initiative under this effort is the GovRAMP CJIS-Aligned Task Force, which focuses on aligning GovRAMP's Moderate Impact Level baseline controls with the Criminal Justice Information Services (CJIS) requirements.

Fast Track Process

The GovRAMP Fast Track program provides an expedited pathway for CSPs to achieve authorization by allowing them to submit previously prepared FedRAMP security packages and 3PAO audits. This process does not require FedRAMP authorization or a listing on the FedRAMP marketplace, making it more accessible for CSPs and significantly reducing the authorization timeline from months to weeks.

TX-RAMP

TX-RAMP, mandated for Texas state agencies, higher education institutions, and public community colleges, operated under the Texas Department of Information Resources (DIR). Through a strategic partnership with GovRAMP, CSPs benefit from three distinct pathways to meet TX-RAMP requirements:

1. Enrolling in the Progressing Snapshot program enables CSPs to obtain a provisionally authorized TX-RAMP certification.
2. Achieving GovRAMP Ready status facilitates a seamless transition to TX-RAMP Level 1 status.
3. Achieving GovRAMP Authorized status qualifies CSPs for TX-RAMP Level 2.

Progressing Snapshot Program

The Progressing Snapshot Program is designed as an ongoing and iterative assessment tool to enhance the cyber maturity of CSPs. It involves quarterly security assessments and monthly progress calls between the CSPs and the GovRAMP PMO. This continuous engagement helps CSPs improve and refine their security posture over time as they work towards GovRAMP compliance.

Carahsoft GovRAMP Portfolio

Carahsoft proudly represents nearly two thirds of all GovRAMP-authorized vendors, showcasing our commitment to providing secure and compliant cloud solutions to our State and Local Government customers. This section highlights our GovRAMP portfolio, including those who are GovRAMP Authorized, Ready, Active, In Process, and Pending.

Scan or click the QR to learn more about Carahsoft's GovRAMP solutions.

CSP	Service Model	Impact Level	Authorization Status
Abnormal AI, Inc.	SaaS	Moderate	Authorized
Amazon Web Services, Inc	SaaS, IaaS, PaaS SaaS, IaaS, PaaS	High Moderate	Authorized [1] Authorized [1]
Appian	PaaS	Moderate	Authorized
Atlassian	SaaS	Moderate	Authorized
Authorium	SaaS	Moderate	Authorized
BlackBerry Cloud	SaaS	Moderate	Authorized
Boomi	SaaS	Moderate	Authorized
Box, Inc.	SaaS, PaaS	Moderate	Authorized
Casepoint LLC	SaaS	Moderate	Authorized
Cisco Systems, Inc.	SaaS	Moderate	Authorized
Cloudera	PaaS	Moderate	Active
Cohesity	SaaS	Moderate	Authorized
Collabware	SaaS	Moderate	Authorized
Commvault Systems, Inc.	SaaS	High	Authorized
Continuum GRC, Inc.	SaaS	Moderate	Authorized
CrowdStrike, Inc.	SaaS	Moderate	Authorized
DocuSign	SaaS	Moderate	Authorized
Druva Inc.	SaaS	Moderate	Authorized
Everlaw	SaaS	Moderate	Authorized
Fortinet	SaaS SaaS	Moderate Moderate	Authorized Pending
Fortra, LLC	SaaS	Moderate	Authorized
Genesys	SaaS	Moderate	Authorized
Google	IaaS, PaaS, SaaS	High	Authorized
Google, Inc.	SaaS	High	Authorized
GovernmentJobs.com Inc, d/b/a NEOGOV	SaaS	Moderate	Authorized

[1] Hyperscaler Inheritance Authority

CSP	Service Model	Impact Level	Authorization Status
Human Resources Technologies, Inc.	IaaS	High	In Process
iboss	SaaS	Moderate	Authorized
Infoblox	SaaS	Moderate	Provisionally Authorized
Juniper Networks	SaaS	Moderate	Authorized
Keeper Security Inc.	SaaS	Moderate	Authorized
MapLarge, INC	SaaS	Moderate	Authorized
Mark43	SaaS	High	Authorized
Microsoft	SaaS SaaS	High Moderate	Authorized [2] Authorized
Movius Interactive Corporation	SaaS	Moderate	Authorized
NinjaOne LLC	SaaS	Moderate	Authorized
Okta	SaaS	Moderate	Authorized
OPEXUS	SaaS	Moderate	Authorized
Oracle	IaaS, PaaS SaaS	Moderate Moderate	Authorized Authorized
Orca Security, Inc.	SaaS	Moderate	Authorized
Palo Alto Networks	SaaS SaaS	High Moderate	Authorized Authorized
Paperless Innovations	SaaS	Moderate	Authorized
Project Hosts, Inc.	PaaS	Moderate	Authorized
Proofpoint, Inc.	SaaS	Moderate	Authorized
Pulselight Holdings, Inc.	SaaS	Moderate	Authorized
Qlik Technologies Inc.	SaaS	Moderate	Authorized
Qualtrics, LLC.	SaaS	Moderate	Authorized
Rackspace Technology		Moderate	Authorized
Ramp	SaaS	Moderate	Ready
Rapid7	SaaS	Moderate	Authorized
Rubrik	SaaS	Moderate	Authorized

[2] Federal JAB

CSP	Service Model	Impact Level	Authorization Status
SailPoint Technologies, Inc.	SaaS	Moderate	Authorized
SAP National Security Systems	SaaS, PaaS	Moderate	Authorized
SAS	SaaS	Moderate	Authorized
Second Front Systems	SaaS	High	In Process
SecurityScorecard	SaaS	Moderate	Ready
SentinelOne	SaaS	High	Authorized
SMX	PaaS	Moderate	Authorized
Snowflake Inc.	SaaS SaaS	High Moderate	Authorized Authorized
Socure Inc.	SaaS	Moderate	Authorized
Splunk	SaaS	Moderate	Authorized
Steel Patriot Partners	SaaS	Moderate	Ready
Strategy, Inc.	SaaS	Moderate	Authorized
Tanium, Inc.	SaaS	Moderate	Authorized
Telos Corporation	SaaS	High	Authorized
Tenable	SaaS	Moderate	Authorized
Trend Micro	SaaS	Moderate	Authorized
Trustwave Government Solutions	SaaS	Moderate	Authorized
UiPath	SaaS	Moderate	Authorized
Veracode	SaaS	Moderate	Authorized
Vexcel	PaaS	Moderate	Provisionally Authorized
Virtru Corporation	SaaS	Moderate	Authorized
Wiz, Inc.	SaaS	Moderate	Authorized
Wolters Kluwer	SaaS	Moderate	Authorized
Zoom	SaaS	Moderate	Authorized
Zscaler	SaaS SaaS	Moderate Moderate	Authorized [2] Authorized

[2] Federal JAB

Contract Vehicles

Carahsoft & our Reseller Partners offers a number of contract options for purchasing GovRAMP solutions. Our contracts offer purchasing options for civilian, defense, state, and local government customers.

Scan or click to view Contracts page

NASPO ValuePoint Cooperative Purchasing Organization

The NASPO ValuePoint Cooperative Purchasing Organization (formerly WSCA-NASPO) provides the highest standard of excellence in public cooperative contracting. By leveraging the leadership and expertise of all states with the purchasing power of their public entities, NASPO ValuePoint delivers best value, reliable, competitively sourced contracts.

Since 1993 NASPO ValuePoint has been the cooperative purchasing arm of NASPO (the National Association of State Procurement Officials) encouraging, fostering and guiding the nation's most significant public contract cooperative. NASPO ValuePoint is a unified, nationally focused cooperative aggregating the demand of all 50 states, the District of Columbia and the organized US territories, their political subdivisions and other eligible entities spurring best value, innovation and competition in the marketplace.

OMNIA Partners Contracts

OMNIA Partners is the nation's largest and most experienced cooperative purchasing organization dedicated to Public Sector procurement. Together, Carahsoft and OMNIA Partners have teamed to better support OMNIA Partners' members across the U.S. with the latest IT software and services from Carahsoft's portfolio of leading technology manufacturers and reseller partners.
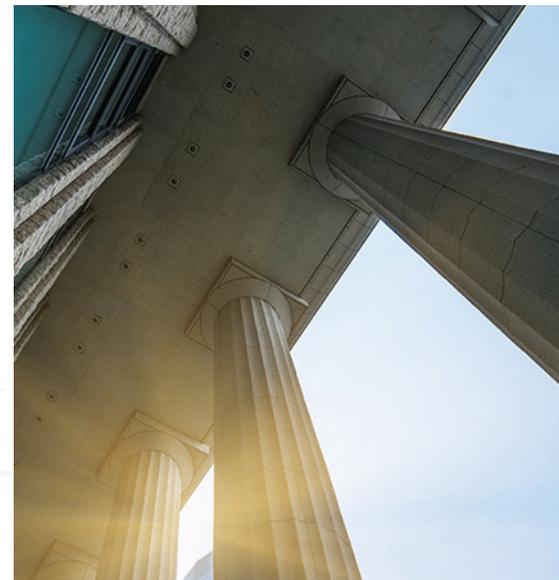
Texas DIRs

Department of Information Resources (DIR) contracts can be utilized by any State, Local, and Education agency in Texas.

GSA Multiple Award Schedule (MAS)

Carahsoft & our Reseller Partners hold GSA Multiple Award Schedule's (MAS) that allow customers to procure a wide variety of GovRAMP solutions. Carahsoft holds Contract #47QSWA18D008F and allows customers to purchase everything from AI infrastructure to advanced analytics solutions.

Explore the benefits of how you can count on Carahsoft and our Reseller Partners

- 24x7 availability call us at 888-662-2724

- Dedicated support specializing in serving enterprise ready solutions

- Ecosystem of value-added reseller partners

- Contract Expertise: We understand your procurement needs and the outcomes you're seeking

- Quick turnaround quote: Get the IT solutions you need with the fast, accurate service you deserve

- Substantial cost savings on DevSecOps products and service portfolio from certified technology brand partners

- Advanced technology solutions including development tools, agile planning, build & test, application deployment, continuous integration (CI/CD), cloud providers and more

GovRAMP Success Stories

GovRAMP empowers agencies to confidently adopt modern, secure software that improves mission outcomes, streamlines operations, and delivers better value for both government customers and taxpayers. Explore how agencies across the public sector are achieving real results with GovRAMP-authorized solutions.

![Palo Alto Networks logo]

Las Vegas Fuels Bold Vision For 5G connectivity With Palo Alto Networks 5G-Native Security

The City of Las Vegas, known worldwide for its entertainment, attracts over 40 million visitors annually. It is also emerging as a thriving global hub for technology and innovation. For the past decade, the city's Innovation District has offered companies a platform to showcase their cutting- edge technologies. These innovations, such as visual and optical sensors, drones, autonomous vehicles and other IoT advancements, are then piloted throughout the city. This initiative is powered by the city's robust 5G network and aims to enhance the experiences of both citizens and visitors, creating an enjoyable and sustainable environment for all.

The Challenge:

Las Vegas adopted new IoT innovations with an ambitious plan to build the largest 5G network in the U.S., connecting city hall, public venues, landmarks, parks, schools and more. However, as the 5G network developed, the city recognized the need for a more unified and consistent approach to securing its traffic.

- Deliver consistent Zero Trust-based security for all 5G-connected IoT devices.

- Ensure that security adheres to compliance standards, from PCI to CJIS.

- Achieve comprehensive visibility over all device and user traffic on its 5G network.

- Simplify its current approach to security, which was spread across multiple siloed solutions.

The Solution:

The City of Las Vegas selected Palo Alto Networks as its partner of choice to fulfill its 5G security goals, captivated by the company's unrivaled industry leadership and innovative Next-Generation Firewalls and Cloud-Delivered Security Services. This partnership has enabled Las Vegas to enhance its security by implementing least-privileged access and utilizing AI-powered traffic inspection for real-time threat detection.

By adopting a platform approach to security and reducing the number of point solutions, the city has simplified its security strategy and gained comprehensive visibility through a single interface. As a result, the technology team now spends 25% less time managing and operating the network.

Key Takeaways:

Today, technology is pervasive across Las Vegas, with numerous IoT devices, from sensors on park lights to autonomous vehicles, working in the background continuously to deliver richer and enhanced experiences. The city has gained confidence in its security.

"I can now sleep at night, knowing we have a great partner and great staff to keep Las Vegas not just moving, but moving forward into the future."

Michael Sherwood, Chief Innovation and Technology Officer

zoom

Inclusivity at Scale: How the City of San José Uses Zoom to Protect and Connect a Diverse Public

Today's state and local governments are finding new ways to use Zoom to serve their constituents and support their communities. Some agencies use our technology to increase access to justice, others to streamline internal agency operations. And then there's the City of San José, which uses it for just about everything.

Rob Lloyd, CIO for the City of San José; Raymond Riordan, Director, Office of Emergency Management; Zulma Maciel, Director of the Office of Racial Equity; Carolina Camarena, Director, Office of Communications; Toni Taber, City Clerk; and Trevor Gould, Senior Executive Analyst, shared how they use Zoom to modernize their operations, improve resident engagement and accessibility, streamline emergency response, and more.

Scaling Up to Solve a Crisis:

As the 10th-largest city in the United States, the City of San José boasts 85,000 businesses and 1 million diverse residents in the heart of Silicon Valley. When the COVID-19 pandemic upended everyday life, the City focused on protecting lives and livelihoods in the community.

Determined to continue essential services with minimal disruptions during the crisis, the San José team had to "push the limits of an Emergency Operations Center (EOC)," Riordan said. "Typically, an EOC is a physical facility where pre-assigned managers come to understand and establish what the crisis is, determine a response, communicate to the public, and coordinate the delivery of additional, unplanned services."

From March to June 2020, the EOC staff ballooned from 50 to 700 employees aiding with emergency response — a staffing level sustained throughout 2021 and made possible through the use of Zoom. "Zoom created the ability for us to communicate with these staff members. It enabled an opportunity to reimagine how the EOC operates. Now our employees can work from home or a remote location where they feel safe, and that was very critical for us. We don't lose time moving from one place to another," he said.

While the team found continuity and a way to focus essential efforts via Zoom, video communications were still novel. "This was an experimental technology, it was new to us," Riordan said. But what was once unfamiliar technology soon became a strategic tool for achieving the City's key missions for thousands of employees.

Delivering Mission-Critical Outcomes:

While video conferencing started as a pandemic-specific necessity, the City of San José quickly saw it as an avenue for improving accessibility and community engagement. Among the first in the nation to use Zoom for all public meetings, the City team found the technology unearthed new opportunities for better equity and inclusion, citizen engagement, and service delivery.

"With the number of cultures and languages spoken [in San José], we had to work on equity. We had to develop and deliver resources and services much quicker than we typically had to, and scale such significant operations."

Raymond Riordan
Director, Office of Emergency Management

Equity, Inclusion, and Accessibility

Home to nearly 40% foreign-born people, San José's diverse population powers Silicon Valley and requires the City to find new and engaging ways to connect with residents and businesses. With over 50% of households speaking a language other than English, the City prioritized equity and increasing access to information and resources during the pandemic crisis. "We developed Zoom trainings in Spanish and Vietnamese for community leaders to help them embrace the technology," Maciel said.

"The virtual setting was also a huge boost to equity — people could participate in council and community meetings from anywhere. Zoom offered everyone an equal seat in the room through capabilities like closed captioning in numerous languages, including American Sign Language."

For Maciel and City teams, Zoom was an essential tool for achieving their larger goals. "We strive to create a positive customer experience where everyone feels like they belong," she added.

Zoom also helped the San José team evolve services, as Camarena noted, "We moved from translation to transcreation." Transcreation means a message isn't just put into the right language but is also culturally appropriate and relevant. The direct translation of words can miss important context and may not resonate with intended audiences.

Transcreation was fundamental in conveying timely, important emergency information. And the reception was overwhelming. According to Gould, the team witnessed "147,000 total visits to transcreated emergency webpages — 58,000 for Spanish, 64,000 for Vietnamese, and 25,000 for Chinese."

Public Safety Continuity
"[With Zoom] we were able to sustain all of our major public health services — police, fire, water, sanitation — without disruption," Riordan noted. The San José team was even able to operationalize a food necessities distribution program for those who were in need or out of work due to COVID-19. "We delivered over 2 million meals a week," he added.

Bridging theDigital Divide
"We bridged a digital divide by distributing hotspots, computers, [tablets], so [the public] could communicate with us [over Zoom] and to support education," Riordan said.

The increased digital presence resulted in better community engagement across town hall and City meetings, as Taber noted, "On average, we used to have [less than] 50 people attend meetings in person. For virtual meetings, we have about 263 unique viewers per meeting, and we recently peaked with 573 viewers." When it came time to discuss an important topic recently, Taber and the team saw a robust, hybrid pool of attendees. "We had about 100 people attend in person, and 1,000 attend virtually." The team has also provided access to Zoom recordings of public meetings over YouTube and Facebook, resulting in engagement as high as 4,000 views for a single public session.

Protecting Lives and Livelihoods
San José's disaster response and recovery planning was also focused on helping those who are struggling most, using collaboration technology to orchestrate outreach to those facing housing insecurity. The team also used this technology to implement testing and vaccination efforts in areas where vulnerable populations live, execute programs for the homeless, coordinate addiction relief services, and more.

"All of this was done through the Zoom capability — Zoom brought us together to do incredible things that will have a lasting impact."

Raymond Riordan
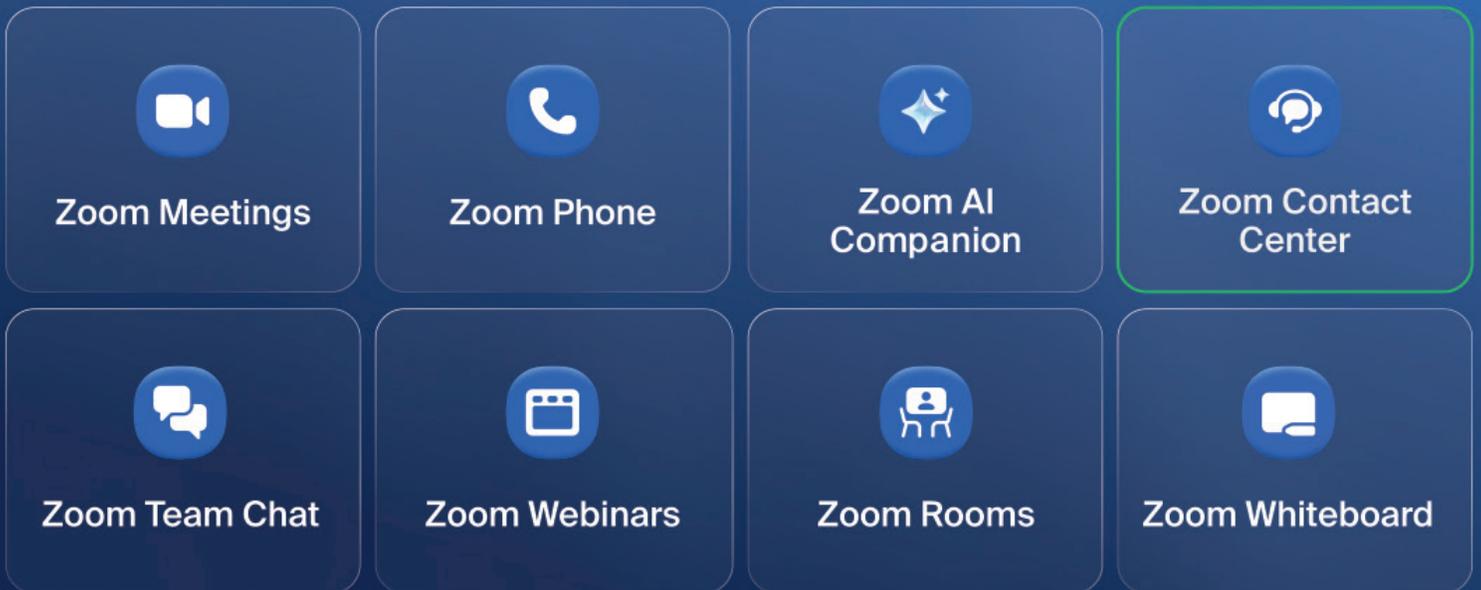
Reimagining the Workings of Local Government:

With challenge comes an opportunity for change. The City of San José embraced the obstacles ahead of them to bring innovation and inclusivity into the forefront of everything they do. This matches the people of Silicon Valley, as the San José team noted, "We aspire to be as innovative as the community we serve."

"Even local governments can embrace ingenuity and efficiency. This past year tested a system and a culture, and necessitated doing business differently. From revising policy to the adoption of various technology tools, [we had to find] more effective methods to reach and engage all members of our community, regardless of which language is spoken or if they're differently-abled individuals," Maciel reflected.

"We used these tools to connect in a way that we've never connected before — to be the answer to a community in a time of crisis. We now have a digital workforce and digital public. We tell people welcome back, but it's different now," Lloyd said. "We have a couple of imperatives we are focusing on: continuing pandemic recovery, managing a different type of organization, and using these tools to make decisions that are more representative of our community." The City sees Zoom playing an important role in those efforts.

zoom | 🏛 GovRAMP

Zoom for Government (ZfG) has been authorized ✅ at the GovRAMP Moderate Level for:

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HPE Juniper networking

California Natural Resources Agency Takes a Sustainable Approach

Water is precious, and the California Department of Water Resources (DWR) works to sustainably manage the state's water resources to benefit the people and protect, restore, and enhance the environment.

The Challenge:

"DWR is the technical custodian of the connectivity and communications ecosystem for all the California Natural Resource Agency entities," says Tim Garza, technology director, California Natural Resources Agency and CIO, California Department of Water Resources.

When DWR's leadership set out to modernize the IT infrastructure to improve the staff experience and meet a new state mandate, they disrupted the status quo. "We left old-school government thought processes behind," says Sarb Takhar, CTO of California Natural Resources Agency and CTO, California Department of Water Resources. "We looked at how we would design the data center and office networks as if we were a Fortune 500 corporation."

A state mandate to enhance business resilience led to the creation of a new Level 3 data centers in Northern California. The data center move coincided with the development of a 20-story building in Customer Story downtown Sacramento, which would be home to the Natural Resources Agency, Parks and Recreation, Fish and Wildlife, Water Resources, California Conservation Corps, and others. The networks for nine different organizations were consolidated into one.

These two massive projects were underway when the state issued strict stay-at-home orders to protect against the initial spread of COVID. The work, from design to production, was completed in 13 months.

The Solution:

"We designed a new data center with greater capacity and capabilities, including AI, for today and the future," says Jim Cooley, Senior Network Engineer at DWR, who was the lead architect for the data center and campus networks.

Business continuity is strengthened across the departments, conservancies, and other entities of the Natural Resources Agency. The data center and new headquarters use an IP network fabric, comprised of EVPN/VXLAN for the overlay network and Juniper QFX10000 Switches for the underlay network, to deliver greater performance, agility, and scalability.

"The data center and campus network design is one of the most innovative in state government, giving us both flexibility and optimization," says Garza.

The user experience is transformed for the 4200 staff at the new Sacramento building and across the state of California. Juniper access points provide fast, reliable Wi-Fi, while Juniper EX Series Switches provide campus core and access switching.

"We can update the wireless in all of our Southern and Northern California offices in less than an hour," says Cooley. "Previously, it would have taken us two or three weeks."

Juniper cloud services also transformed campus network operations, with AI that automates key tasks and proactively addresses networking issues before they impact service levels. IT has detailed insight into user, device, traffic, and application behavior and traffic patterns. "Mist AI helps reduce our mean time to repair when tracing endpoint problems," says Cooley.

The DWR team manages the enterprise network through the Mist portal, including seamless Wi-Fi management. Additionally, Juniper Contrail provides automated network orchestration and control over the Resources Agency data center fabric.

Key Takeaways:

- **Over $1 Million** saved in network operating expenses in building a shared network infrastructure for its many Agency tenants

- **36** California Natural Resources Agency entities are supported by the new data center, which include 2500 business

- **80%** increase in data center network capacity

- **1** day to refresh IP fabric across data center and headquarters network

"DWR sees sustainability advantages with Juniper networking, which aligns with the agency's mission. The team reduced power consumption at its data center and other facilities, with AI knowing when to lower output.

"We have saved over $1 million in operational time and effort," says Takhar. "We can prevent problems, and we have better capacity, capabilities, and sustainability of the components."

The new building in Sacramento is zero net energy and LEED Platinum certified. "The way we engineered the network, it requires less power and our carbon footprint is lower," says Cooley.

AI-driven operations deliver value in surprising ways. "One return on value that people don't talk about is that AI operations helps us cultivate younger engineers as they are effective in a shorter time," says Takhar.

"Having a single network platform ecosystem allows us to reduce capital expenditures and operational overhead, and expand capabilities, and increase sustainability. This is what Juniper provides."

Sarb Takhar
CTO, California Natural Resources Agency and CTO, Department of Water Resources

# GL Solutions and Alabama Home Builders Licensure Board

The State of Alabama Home Builders Licensure Board is dedicated to consumer protection, ensuring the public's health, safety, and welfare in residential construction and remodeling. By regulating these industries and promoting professionalism and standards, the Board upholds integrity and excellence in home building and remodeling practices.

The Challenge:

The agency's reliance on a dedicated room for paper files, spanning decades, led to inefficiencies in information retrieval and encouraged non-compliant data retention practices.

The Solution:

GL Suite facilitated the agency's transition from a paper-based filing system to a digital one, automating the entire licensing process. This digitization allowed for efficient access to data, enhancing accountability and streamlining reporting while reducing errors and time spent generating reports. GL Suite enabled staff to establish retention policies, ensuring compliance with state requirements by automatically deleting outdated records and minimizing the risk of data breaches.
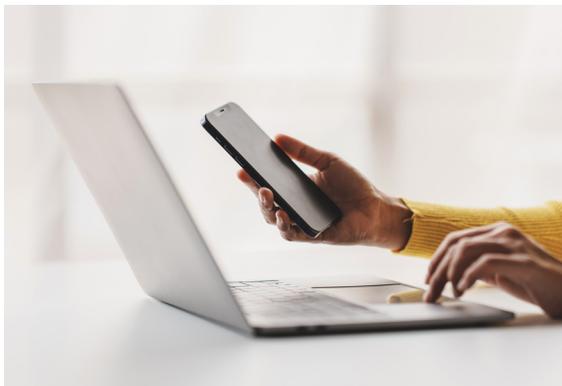
The Challenge:

Agency staff were overwhelmed by customer support calls, particularly regarding password reset and sign-on issues, diverting valuable resources away from critical tasks such as processing applications and investigating complaints.

The Solution:

GL Suite's self-service website features, including Single Sign-On functionality, empowered licensees to address login issues independently. Licensees could now reset their passwords and update contact information through self-service portals provided by GL Suite, freeing agency staff from the burden of troubleshooting login Opportunities and enabling them to focus on core responsibilities.

COPADO

Ramping Up DevOps Maturity & Pandemic Support for a NE U.S. State

This state was suffering from out-of-sync environments, last-second production changes and insufficient testing that led to quality issues and security vulnerabilities. Enter Copado.

Discover how this public sector customer harnesses the power of Copado's DevOps platform to drive Salesforce quality, security and speed.

The Challenge:

This local government's Salesforce practice was only a year old when the pandemic struck. In the face of the new normal, the state quickly expanded its Salesforce instance to cover human services, transportation, labor, education, natural resources and more. To support these operations, it brought on declarative admins, developers and testers.

But with rapid acceleration came growing pains — and this customer's decentralized development team struggled to stay on the same page without a native DevOps solution.

Multiple developers were working on the same Apex and Lightning components and having a tough time merging code. From change set nightmares to code-vetting headaches to testing bottlenecks, the state needed a better way to build and deploy on Salesforce.

"We didn't know about apps going into production until they were already in there," the organization's Enterprise Architect says. "Changes were made directly in production and deployed without testing. It was out of control — the quality wasn't there."

The Solution:

The state implemented Copado to bake quality and security into its development pipeline. Visual pipeline builders unlock true end-to-end visibility — helping team members sync sandboxes and pinpoint friction.

This Northeast state integrated Copado with Azure DevOps to house the agencies' user stories and sync them with the right metadata in real-time. The team configured an integration with OwnBackup for metadata recovery and sandbox seeding. Today, developers assemble their builds on this multi-cloud platform and push them to a staging so users can test everything before deployment.

Key Takeaways:

Technology alone isn't a silver bullet — and this state's growing Salesforce team must fully shift to an agile mindset to continue delivering high-quality digital experiences.

This Northeast state's ultimate vision for its Salesforce practice: DevOps enlightenment, continuous integration and continuous deployment, and a high-powered Salesforce Center of Excellence (CoE) equipped with delivery teams, release managers, admins and architects.

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