Aaron Osmond, Statewide Workforce Development Leader, West Region for Amazon Web Services, describes how the cloud can help government prepare its workforce for a changeable future.

How has the pandemic changed the work of government and what will those changes mean for the government workforce?
The COVID-19 pandemic changed the public sector from a largely office-based workforce to one where many employees will work remotely. Remote work has also changed views about how work can be done and how people interact with each other. Government leaders now see that maintaining high productivity does not require everyone to be in the office. The pandemic — and the need to work from home — demonstrated how cloud technologies and remote work can enable employees to be more effective and efficient.

Moving forward, governments will use the cloud to create a stable and scalable infrastructure that supports communications, interaction and workflows online. Then governments will need to empower workers with the knowledge and skills to leverage cloud tools in the most effective way.

How can the cloud help governments support a fully remote or hybrid workforce?
The cloud enables the secure and scalable environment that supports communications, interaction and workflows online. Then governments will need to empower workers with the knowledge and skills to leverage cloud tools in the most effective way.

The Future of Work: Empowered by the Cloud

How will future technology innovation help government streamline operational tasks and improve citizen services?
Governments can apply technologies such as artificial intelligence, machine learning and predictive analytics in a purposeful way to enhance workflows and decision-making. The cloud supports these technologies with a central data lake and analytics solution that bring in data from silos across multiple programs or agencies. Using these cloud resources, employees can become more effective and efficient in how they do their work, make decisions and interact with the public.

What is a key strategy for a government to develop its future workforce?
Government cannot do it alone. There needs to be a partnership of government, education institutions and technology companies to identify new job requirements, then develop the training and resources that will advance the government workforce now and into the future.

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