3 ways Slack and AWS drive success in the public sector

How to drive lasting impact for the people you serve, from anywhere.

For public sector organizations, improving productivity through more efficient collaboration within and between departments is essential to managing day-to-day operations. In fact, 91% of public-service respondents believe their organization requires a mission control—or central intelligence hub—to manage processes, people and assets.

At the same time, the number of federal employees who report teleworking full time has increased from 2% in 2019 to 36% in 2021, and that number continues to grow as more government services and operations become digitized. As public sector leaders work to increase interoperability between agencies and departments, they need access to tools that will seamlessly and securely unite collaborators from any location.

Slack provides a secure, unified engagement center for all people and tools. This offers agencies a way to improve productivity, increase automation, reduce context switching and keep users focused on delivering the best outcomes for the people they serve.

Why Slack?

In the digital era, the number of tools and business applications required to get work done seems infinite, but more isn't always better. Slack offers a one-stop shop for connecting employees, tools, external stakeholders and citizens without toggling between different applications.

With Slack, government teams can communicate in the best way to serve their needs, including sharing information across tools by integrating existing calendar, project management, and file storage applications, and streamline workflows by automating routine and repetitive tasks. This gives each team more time to devote to complex, strategic projects and planning. And with enterprise-grade security built into every aspect of Slack, public sector leaders can rest assured that sensitive information is protected from cyberthreats while they gain a 360-degree view of their organizational ecosystem.

A Springboard to Mission Success

Through Slack, agencies can more easily advance shared missions in three key ways:

1. Agency and department teams can collaborate securely from anywhere, both within their organization and with external partners. Slack provides agencies with enterprise-grade security at every level and adheres to multiple compliance certifications to ensure that sensitive information stays secure. Employees in every location and time zone can contribute whenever works best for them with asynchronous communication. And teams can keep

communications organized via channels, provide quick video or audio updates, as well as launch a synchronous conference call using huddle to talk through issues in real time, whether it be a quick touch-base or brainstorming session. Everything shared during a huddle is saved to a message thread where the huddle was launched, for easy access later.

For agency teams collaborating with external stakeholders, such as vendors, contractors or constituents, Slack Connect offers the opportunity to collaborate with key partners outside of

Keep Sensitive Data Secure With GovSlack

For organizations that must comply with enhanced security requirements, GovSlack, a specialized instance of Slack, is designed to support key government regulations for processing and storing sensitive data. GovSlack runs on AWS GovCloud (US), Amazon's regions designed to host sensitive data, regulated workloads, and address the most stringent U.S. government security and compliance requirements.

the organization while maintaining the security benefits of Slack. Up to 200 separate organizations can unite in a single channel.

AWS GovCloud (US) brings the agility, security, and scalability benefits of the AWS to Slack while meeting stringent regulatory and compliance requirements.

AWS GovCloud (US) addresses compliance in the cloud by offering network, data, and virtual machines that are isolated from all standard AWS regions. AWS GovCloud (US) features a separate AWS Identity and Access Management (IAM) stack with unique credentials and a dedicated management console that only works with AWS GovCloud (US) regions. Additionally, AWS GovCloud (US) regions are managed by AWS personnel who are U.S. citizens, located on U.S. soil. AWS GovCloud (US) regions have service endpoints that are specific to the AWS GovCloud (US) regions.

GovSlack on AWS GovCloud (US) can help you meet a variety of compliance and regulatory requirements, including FedRAMP, ITAR, DFARS, CJIS, and HIPAA. GovSlack uses FIPS 140-2 validated cryptography and is currently FedRAMP Moderate certified in AWS commercial regions as it actively pursues its FedRAMP High and DoD/SRG IL4 certifications in AWS GovCloud (US).

By leveraging AWS GovCloud (US), GovSlack can handle sensitive workloads and data, including data classified by the U.S. Federal Government as controlled unclassified information (CUI) such as:

- Personally identifiable information (PII)
- Sensitive personally identifiable information (SPII)
- Proprietary business information (PBI) or currently known within EPA as confidential business information (CBI)
- Unclassified controlled technical information (UCTI)
- Sensitive but unclassified (SBU)

GovSlack is only accessible to U.S. entities with AWS GovCloud (US) accounts.

2. Agencies can unlock institutional knowledge

and break down information silos by fostering a culture of knowledge sharing. Dispersing essential information across different teams, departments and applications creates unnecessary blockages and slows decision-making. Public sector organizations can work more efficiently and create organized, accessible records of work by housing critical information and tools accessible in one central location. Channel-based organization with a robust history gives new collaborators the context

they need to jump right into a project, while an AI-powered search function makes it easy to find exactly what you need at any given time. Managers can streamline the onboarding process through automated checklists, forms and learning paths, while employee resource groups can leverage channels to create inclusive spaces for networking and connecting.

3. Speed up emergency response. Instead of disparate email chains and conference bridges, Slack provides one place to connect alerts, responders, internal departments, external agencies, citizens and remediation tools, making emergency and IT incident management as seamless as possible.

When communicating with speed and clarity is most critical, Slack creates order amid chaos. Clearly labeled channels keep all communications organized and separated by topic while still accessible on a single platform. Private, internal channels can be restricted to emergency operations or security operations center personnel only.

Emergency response teams can also install RSS feeds from key agencies and organizations such as the Cybersecurity & Infrastructure Security Agency (CISA), the National Weather Service, and the Office of Personnel Management, or create automated workflows to manage incident reports. Slack even allows for the integration of camera feeds to provide additional situational awareness directly on the platform.

In the ongoing digital revolution, public sector leaders are finding their business and technology strategies increasingly intertwined. The past few years have only accelerated the need for efficient, secure centralized digital spaces for collaboration, thanks to a new normal that includes more remote and hybrid work. As public sector organizations recruit talent from an ever-expanding pool and strive to create resilient, agile partnerships, Slack or GovSlack

powered by AWS GovCloud (US) for enhanced security compliance – offers the opportunity to break down silos and build bridges between departments, agencies, contractors and constituents.

Learn more about how GovSlack can accelerate your mission and drive lasting impact for the people you serve.