MAXIMUS | GENESYS
Engagement Platform

RESEARCH BRIEF

FedRAMP as the on-ramp to greater cloud adoption

The Federal Risk and Authorization Management Program (FedRAMP) provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. In other words, it makes it easier for government agencies to move to the cloud by covering mandated security protocols and other critical guidelines.

But FedRAMP also enables far more — not only in terms of clearing the way for accelerated cloud adoption, but also in generating long-term business value in the form of cost-savings, reduced risk, and increased levels of security.

Together with Market Connections, Maximus and Genesys fielded a survey of 200 federal and 300 state and local government IT and business decision makers from agencies with direct citizen services to gain a greater understanding of:

How they are or aren't using FedRAMP solutions in their cloud environments

Where agencies are in their cloud adoption journey

How they perceive FedRAMP-authorized cloud solutions

On the following pages, you'll find our insights about the results of the survey alongside the data sourced by Market Connections.

The insights expressed within are those of Maximus and Genesys. The data points referenced are from the survey conducted by Market Connections.
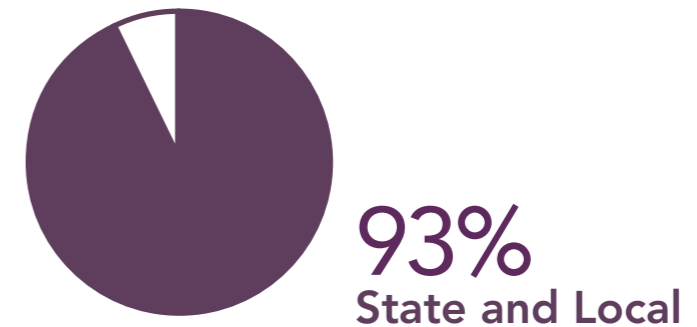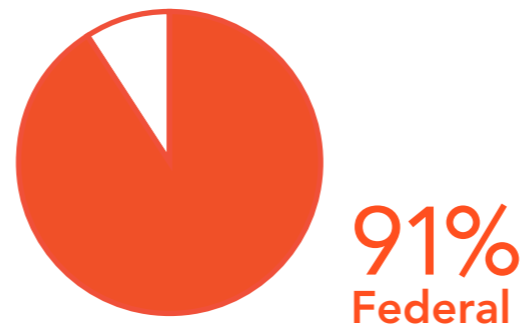
Many agencies have already moved email, calendar, and contacts to the cloud, which helps account for those who indicated that some but not all systems are in the cloud.

The indisputable value

Agencies recognize the value of the cloud and are driving toward greater cloud adoption with more momentum than ever.

Respondents who said they have all, most, or some systems and solutions in the cloud.

91%
Federal

93%
State and Local

Respondents who indicated that "some systems and solutions are in the cloud, but not all."
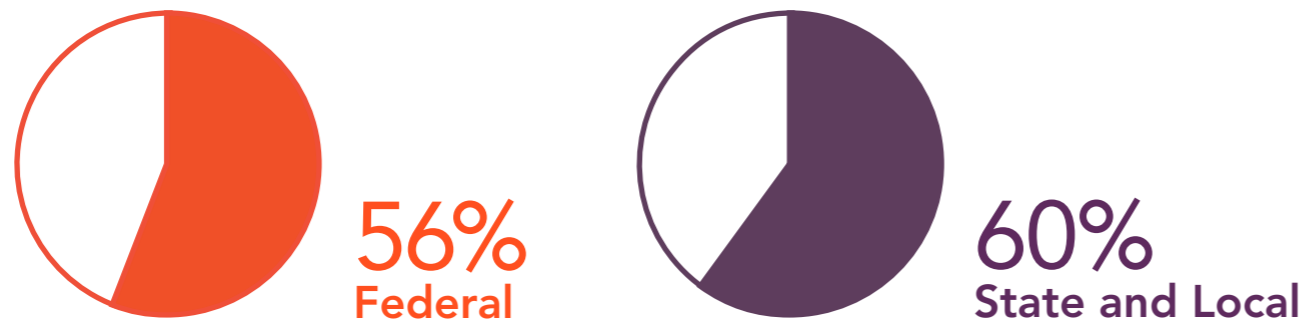
56%
Federal

35%
State and Local

Security is paramount

Agencies are apprehensive about moving citizen and mission data to the cloud, and showing interest in increased levels of security in a cloud platform.

Respondents who said their preferred location for at least some of their citizen and mission data was on-premises.

56%
Federal

60%
State and Local

Respondents who said their agency currently stores citizen and mission data in the cloud.

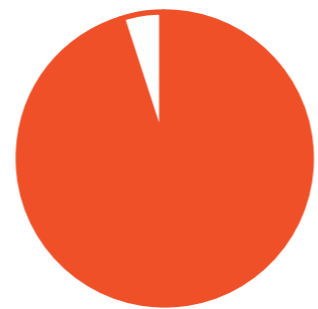**45%**
Federal

52%
State and Local

Adopting cloud is about business value (and FedRAMP is what you largely need to make that choice compliant). If agencies were asked about the top driver to adopt cloud, they wouldn't say nearly as much about mandates.

The driver for security is more prevalent. The business value lies in the presentation of a managed solution that reduces the need and time for government security professionals to be involved in transactional or routine assessments and CDM.
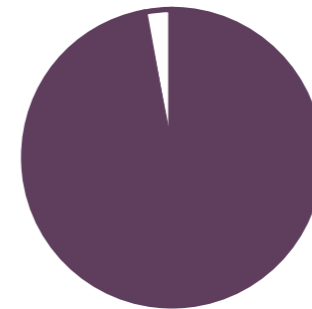
Realizing the benefits

Agencies are realizing the tangible benefits to FedRAMP, including long-term cost-savings and acceleration to broader cloud adoption.

Respondents who recognize other benefits to adopting a FedRAMP-authorized solution.
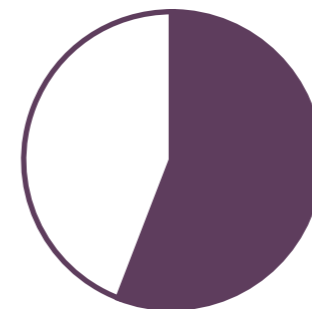
95%
Federal

97%
State and Local

Respondents who consider adherence to mandates and NIST guidelines a top benefit of a FedRAMP-authorized solution.

62%
Federal

56%
State and Local
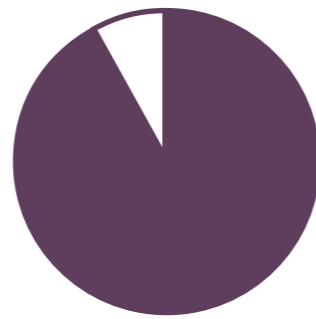
FedRAMP as the on-ramp to the cloud

There is widespread awareness of FedRAMP among government agencies at every level, and many are in the process of adopting FedRAMP-authorized cloud services.

85% Federal

Respondents who said they:
- are "an expert" (10%)
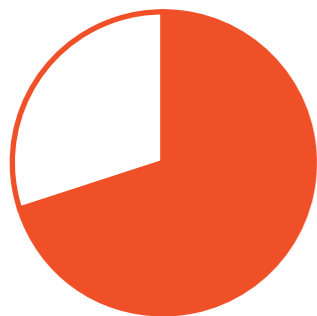- "know quite a bit" (35%)
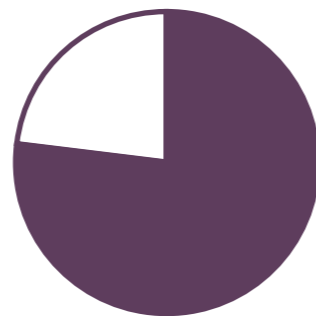- "know a little" (40%)

92% State and Local

Respondents who said they:
- are "an expert" (14%)
- "know quite a bit" (40%)
- "know a little" (38%)

Respondents who said they are already using, already implementing, or planning to implement a FedRAMP-authorized solution in the next 12 months.

70% Federal

77% State and Local

INSIGHTS

Promotion of FedRAMP has been GSA imperative from the beginning. Greater awareness of the cloud naturally leads to the FedRAMP conversation. States have more budget pressure and are facing increased pressure to improve their security postures. FedRAMP shifts the burden of security, monitoring, and compliance to the cloud service provider.

We are still in relatively early days of FedRAMP. Many leading providers still haven't developed a FedRAMP-authorized cloud solution.
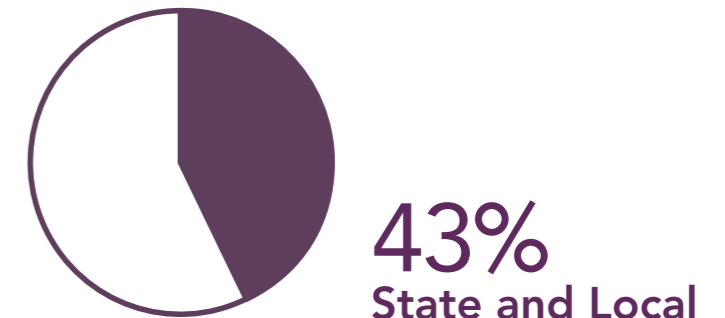
As a CIO is thinking about how to move their entire enterprise into a cloud-enabled environment, they are accounting for legacy systems that may be so complex, intertwined, or monolithic that they have to look at multiple services to meet many different requirements. Some may be a simple lift and shift. At the same time, there are a significant number of options to choose from. The pathway to adoption can be more or less complex depending on the environment.

Preparing for the migration

Agencies face many considerations, challenges, and options when deciding how they transition to a cloud-enabled enterprise.

Respondents who cited the fact that "multiple solutions may need to be adopted since not all FedRAMP-authorized solutions provide a comprehensive set of functionalities" as a challenge to adoption.

44%
Federal

43%
State and Local

Respondents who cited "vendor lock-in/lack of flexibility in moving from one solution to another" as a challenge to adoption.

38%
Federal

38%
State and Local

MAXIMUS | **GENESYS**
Engagement Platform

ABOUT MAXIMUS

Since 1975, Maximus has operated under its founding mission of Helping Government Serve the People®, enabling citizens around the globe to successfully engage with their governments at all levels and across a variety of health and human services programs. Maximus delivers innovative business process management and technology solutions that contribute to improved outcomes for citizens and higher levels of productivity, accuracy, accountability, and efficiency of government-sponsored programs.

ABOUT GENESYS

Every year, Genesys® delivers more than 70 billion remarkable customer experiences for organizations in over 100 countries. Genesys pioneered Experience as a Service℠ so organizations of any size can provide true personalization at scale, interact with empathy, and foster customer trust and loyalty. This is enabled by Genesys Cloud™, an all-in-one solution and the world's leading public contact center platform, designed for rapid innovation, scalability and flexibility.

maximus.com

genesys.com

Market Connections is the leading government market research firm for insights that help companies and government agencies make informed, intelligent decisions and drive significant, measurable business improvements.