# The State of Maryland modernizes and integrates social services data across departments in the cloud to better serve a growing population

The State of Maryland's Department of Human Services (DHS) is the state's primary social service provider, assisting over two million people each year. DHS had a strategic imperative to modernize in order to provide and track social services to a third of its residents, plan for a growing population, and to provide as much aid as possible to citizens. The DHS mission is to, "aggressively pursue opportunities to assist people in economic need, provide prevention services, and protect vulnerable children and adults." For the Maryland DHS to better serve its constituents, moving data to the cloud offered a unique, collaborative opportunity.
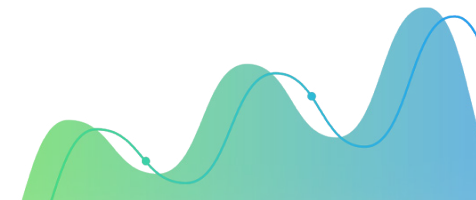
What happened next:

Deloitte Consulting and the Maryland DHS began collaborating on MD THINK, the Maryland Total Human Services Integrated Network, to be a new agile, scalable, unified cloud platform that would transform the state's ability to deliver vital human services to the state's citizens. MD THINK is a shared services platform and data repository that breaks traditional silos and barriers between state agencies and provides integrated access to programs administered by agencies including the DHS, the Department of Juvenile Services (DJS), and the Department of Health. With Deloitte at its side, Maryland DHS began its largest modernization effort ever.

The team began with a heavy focus on automation to reduce overhead by implementing infrastructure automation through an Infrastructure-as-a-Code (IaaC) approach. The platform offers a highly secured security management system, protecting data in transit and at rest. Moving 40+ production applications, including their development environments and their data, to the cloud allowed the state to innovate faster, scale very rapidly, and more efficiently provide the citizens of Maryland, and the civil servants that support them, with modern, efficient IT solutions.

The wins:

Automated build and deployment process

Microservices-based architecture simplifies future changes

Increased availability and near-zero downtime

Implemented a shared services model that utilizes a central core environment where the data platform, security platform, and common computing resources (such as logging, anti-virus, active directory, etc.) can be shared across multiple environments

Platform upgrades and continuous improvements resulting in improved application speed and performance, improving the workers' ability to respond to customers quickly

Certified secure configurations including FISMA Moderate, IRS 1075 and HIPAA Compliant

The numbers:

500+

CI/CD pipelines with an average velocity of over 700 builds per day for 40+ applications

65+

Application environments built

80+

Technologies used

"*What we have devised at MD THINK with Deloitte and AWS is a unique cloud based, multi-tenant application model within the government space, which has no precedence anywhere else in the nation. Analogous to an airport, with centralized services for individual carriers, the MD THINK cloud is also a shared platform that offers core services such as security, DevOps, data management, and analytics to applications hosted on it, with the power of AWS. Deloitte was pivotal in helping pave a definite way forward in the world of SaaS and PaaS based service models for health and human services IT.*"

-**Subramanian Muniasamy, Chief Technology Officer, Maryland Department of Human Services**

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