



CASE STUDY

USDA Digital Infrastructure  
Services Center

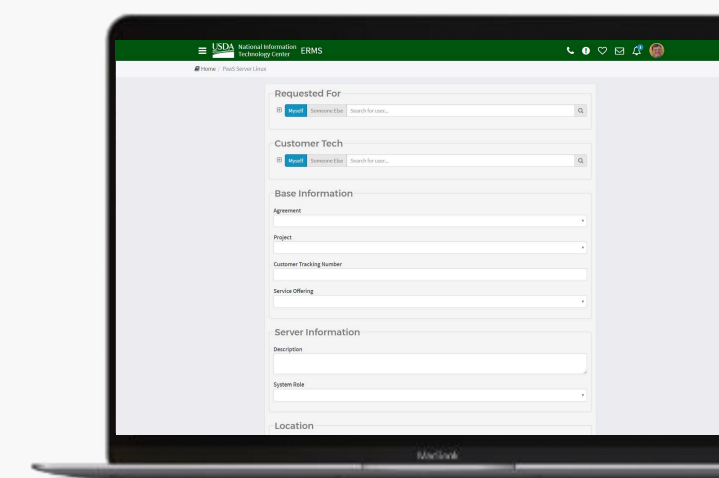
# Transforming Cloud Service Delivery Through Self-Service Automation





## THE SOLUTION

USDA deployed the Kinetic Experience Platform, embracing a self-service model that decouples the experience layer from underlying systems. This approach empowered teams with intuitive tools while ensuring backend processes remained automated and scalable.



### Self-Service Experience Layer

Enabling NITC to manage cloud services without relying on backend complexity.

- Single interface for cloud service management
- Self-service forms with built-in validation
- Real-time status tracking and updates

### Process Automation (Agility Layer)

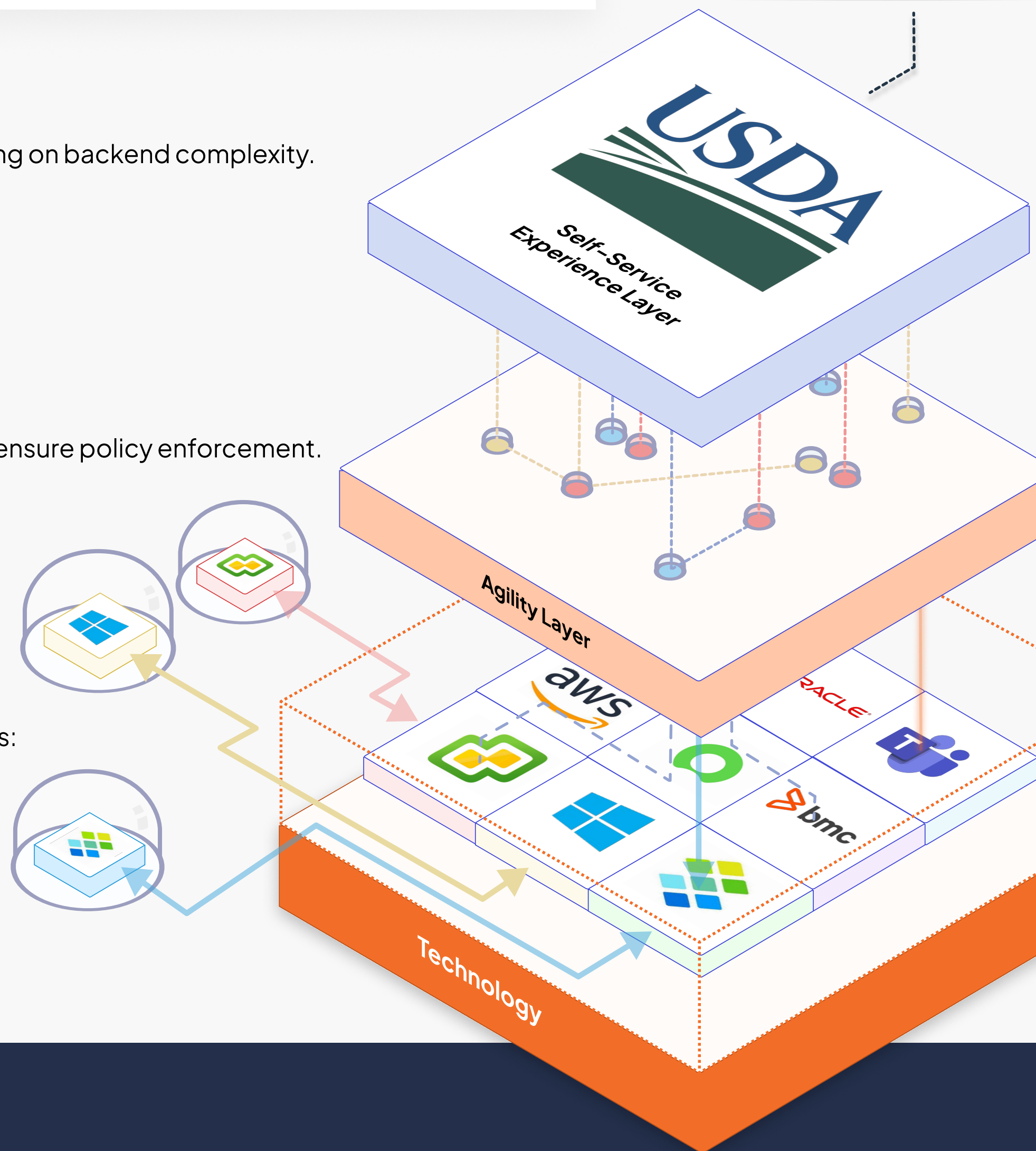
Standardizing workflows to remove bottlenecks and ensure policy enforcement.

- Automated VM provisioning and configuration
- Standardized workflows for service delivery
- Template-based task management

### Technology




Seamless connection with existing enterprise systems:

- Direct connections to core systems (infoblox, CMDB, Active Directory, vSphere)
- Public cloud support including Azure
- API-driven architecture for scalability



## RESULTS & IMPACT

By shifting to **self-service automation** and **decoupling the experience layer**, USDA created a more agile, scalable, and efficient cloud service delivery platform. Key measurable impacts included:

-  **Rapid Implementation** - Solution built and demonstrated in 4 days versus previous year-long timeline
-  **Seamless Integration** - Connected multiple backend systems into a single unified interface
-  **Automated Provisioning** - Eliminated manual processes for VM management and configuration

The self-service approach transformed USDA's service delivery capabilities, reducing dependency on professional services while giving teams the autonomy to manage their processes efficiently. The platform continues to evolve, with plans to expand capabilities including:

- One-click OS patching
- Graphical interface for virtual servers
- Console management
- Change automation



# Take the Next Step Toward Modern Service Delivery

Organizations across industries face the same challenge: how to modernize and streamline IT operations without increasing administrative burden. By embracing self-service automation and decoupling the experience layer, organizations can create a frictionless, efficient, and scalable approach to service delivery.

**CONTACT US:**

[kineticdata.com](https://kineticdata.com)

[sales@kineticdata.com](mailto:sales@kineticdata.com)

(651) 556-1030



**KINETIC**DATA