

# MARKET CHALLENGES & OPPORTUNITIES



## People

- ▶ Budget & Resource Requirements
- ▶ Training & Awareness
- ▶ Preparing for Future Workforce in Tech
- ▶ Digital Resident, Business, and Visitor Services
- ▶ Self-Service Capabilities
- ▶ Insider Threats

## Process

- ▶ Governance
- ▶ Business Relationship Management
- ▶ Business Process Improvement
- ▶ Scalable, Digital, Elastic Services Enhancing Citizen Experience
- ▶ Tech Funding & Operating Models
- ▶ Centralizing & Consolidating Services & Ops
- ▶ Service Integration & Consolidation

## Technology, Applications & Tools

- ▶ Cloud Strategy
- ▶ Security Frameworks & Protection
- ▶ Data Management & Integration
- ▶ Data Architecture
- ▶ Digital Forensics
- ▶ Low Code/No Code Software Development

- ▶ AI & Robotic Process Automation
- ▶ Defining Roles for IT Asset Management
- ▶ Newly Defined or Enhanced Applications
- ▶ Sustained Access to Government Data
- ▶ Cyber Risk Management