MARKET CHALLENGES & OPPORTUNITIES



CULTURE



Improving the Constituent Experience

People expect tech advancements from their government to improve operational process and service delivery.

Preparing Your Future Workforce

Talent acquisition is highly competitive and must meet new expectations, new skills and competencies of the workplace.

Operating Budget Pressures

Resources, operations and technology should be used in the most effective manner possible as funding can be uncertain.

Leveraging Emerging Tech & Business Practices

Emerging technology that considers operational and business processes along with the impact to constituents and employees.

Legacy Modernization for Customer Services

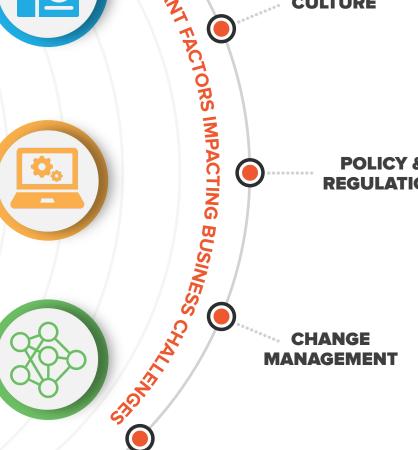
Modernization is key to systems providing better data faster and with more transparency and accountability.

Data Governance & Management

Data needs to be organized. transparent and tell the right story.



POLICY & REGULATION



TRAINING

CONSTANT

STRATEGY & SUCCESSION PLANNING

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

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