State and local government technology trends

**Legacy modernization**

- 80% of state government CIOs believe modernization is a critical priority.
- 71% of local government CIOs agree.

**Cybersecurity**

- 69% of state government CIOs consider cybersecurity a top priority.
- 23% of local government CIOs agree.

**Procurement and demand**

- 50% of state government CIOs report increased pressures on procurement.
- 21% of local government CIOs agree.

State and local government CIO priorities

- Modernization and procurement
- Cybersecurity

**State government** Federal government

- 85% 62%

**Challenge:** A majority of constituents want self-guided digital services...

- Preferred way to interact with government services: website (55%), website + call center (31%), call center (21%), mobile app (19%), chatbot (11%), AI (11%), email (11%), mail (11%)

- Local government: website (50%), website + call center (29%), call center (28%), mobile app (19%), chatbot (19%), email (19%), mail (19%)

... but their experience does not meet their expectations.

**Solution:** Automation, AI and a constituent-first mindset

- 62% of state government CIOs and 50% of local government CIOs report increased use of AI.

Challenge: How can state and local governments securely make better use of the rising availability of data?

**Solution:** Combine connected technology with cybersecurity

- 13.13% annual growth

State and local government technology spending trends

- Transportation spending, of which $550 billion must be spent before 2026.
- Increased attention to digital infrastructure in the American Economic Recovery Package.
- Increased focus on cybersecurity and data protection.
- Increased spending on technology in the public sector.
- Increased investment in legacy modernization and procurement.
- Increased attention to digital transformation.

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