

Maximizing Technology Within Tight Budgets

Leveraging Your Taxpayers Dollars More Effectively



So What?

- Local Government Technology Trends
- Local Government Procurement Trends & Market Changes
- Business Use Case: Cybersecurity

Local Government & Technology Trends

Local Government Challenges:

Local government leaders face ongoing challenges in how they work and serve. As their communities grow, they are asked to provide more information and digital access, but often can't increase staff to meet these demands. People are the most important resource, and leadership is key when there's resistance to change. Leaders are finding creative ways to adapt and meet the growing needs.

88%

Have seen population growth in their jurisdiction in the past 5 years

75%

Have seen resident engagement increase in the last year

66%

Of Local Government teams have not grown in the past 2-3

What is driving change and biggest needs?



54%

PEOPLE

29%

PROCESS



17%

TECHNOLOGY

 syringa

OPPORTUNITIES:

- Adopting technology that makes data and information accessible for collaboration
- Enabling departments to manage the budget strategically
- Meeting resident expectations for service levels with digital workflows

OBSTACLES

- Too few staff to support the changing needs of communities
- Lack of transparency and coordination across departments
- Too much manual work and the lack of talent and systems needed to get it done

What are the top opportunities and obstacles?

Tech Investments Paying Off

In the 2021 survey, 39% were prioritizing investments in technology to automate repetitive tasks and workflows. In 2023 those same respondents report seeing a decrease in manual work—while at the same time an increase in resident engagement—and more feel confident that their work would continue despite a leave of absence.

29% report performing too much work (34% in 2022)

85% respondents have seen an increase in residential engagement (66% in 2022)

54% report someone could perform their duties during a two-week absence (2022: 38%)

*Tech Investments
Paying Off*

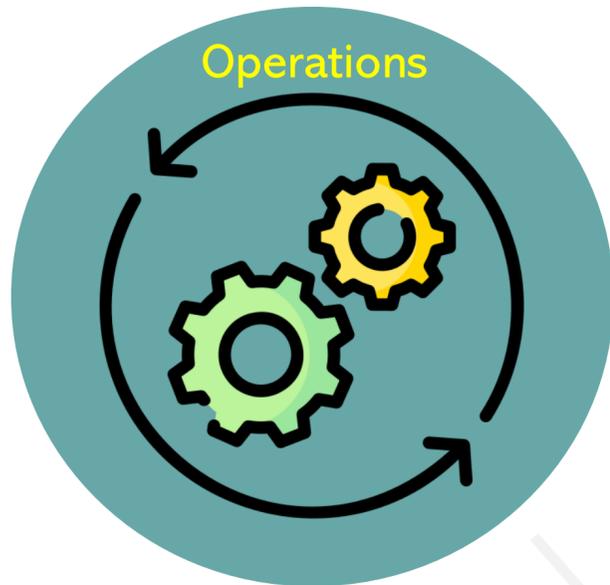
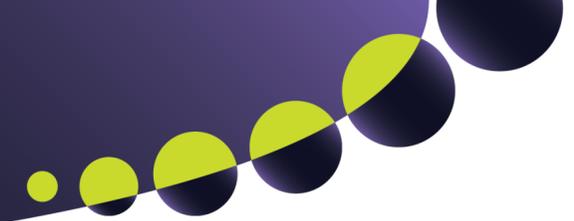
93% respondents thought long-term resilience and protection against risk (weather events, cybersecurity, embezzlement, retirements/ turnover, etc.) to their organization was at least somewhat important (2022: 95%)

Yet.....

8% IT respondents said they feel their organization is absolutely protected against a cyberattack. Improved awareness of the importance of risk protection and cybersecurity creates dividends for both internal teams and the community

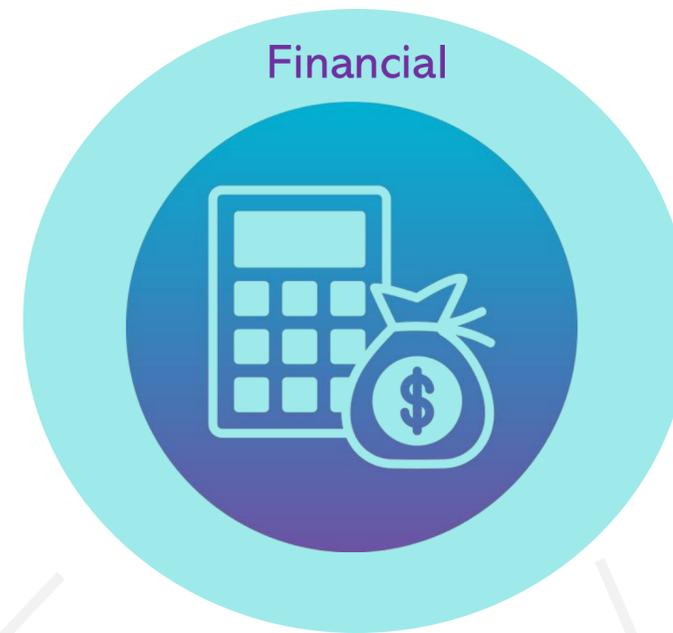
*Cybersecurity &
Business Resilience*

Local Government Procurement Trends & Market Changes



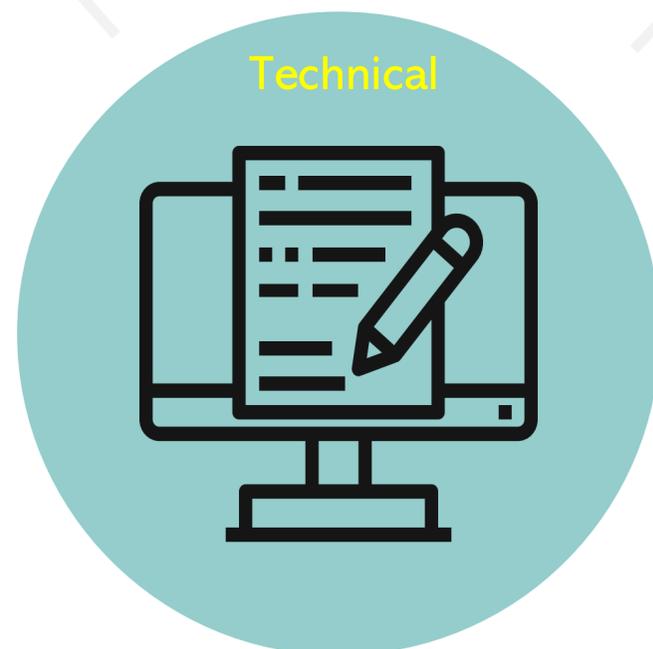
Operations

- Compliance
- Billing/Contract Management.
- Onboarding New Staff
- Acquisitions, Logistics
- Facilities Management
- High Availability
- Cyber-Security
- Green Initiatives
- ITSM, CRMs, ERP Platforms.
- Procurement



Financial

- Economic Uncertainty
- Market Volatility
- Capital Preservation
- Overhead Costs



Technical

- Tech Innovation Outpacing Knowledge Base
- “Technical Debt”
- Infrastructure Maintenance
- Business Outcome Execution
- Shift in technology strategies
- Cloud or own
- Managed or self-supported
- Cyber-Security



Staffing

- Knowledge Gaps
- Resource Gaps
- Hiring Challenges
- Pay Gaps
- Remote workforce.

39% other departments are only somewhat or not at all satisfied with the procurement process.



Most challenging stage of the procurement process.....

41% Solicitation development

20% Supplier Engagement & Vendor Relationships

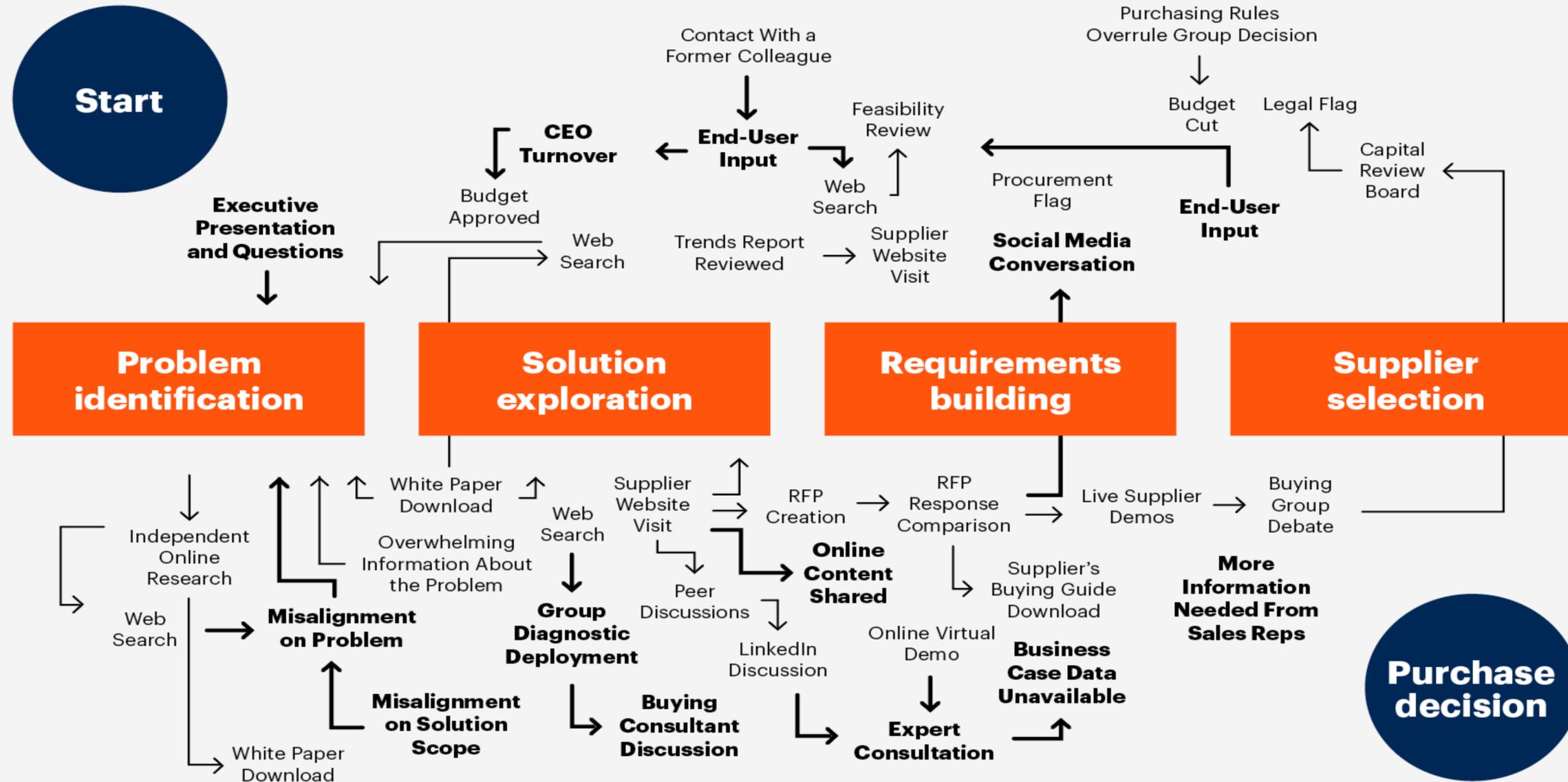
23% Awards & Evaluations

16% Contract Management

***The way we buy is
hindering success***

B2B Buying Journey

Illustrative

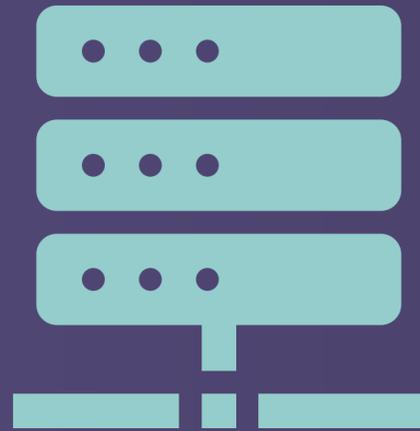


THE CHANNEL

TRUSTED
ADVISOR



DATA &
INFORMATION



SUPPLIERS

Network As A
Service

Managed
Services

Workplace
Experience

Cybersecurity

IoT

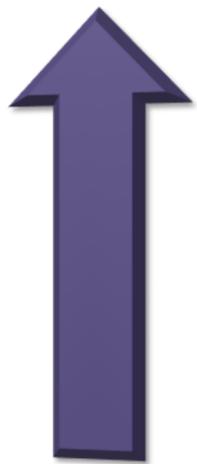
Data
Cloud

Other

BUYERS
AGENT



MLS



- Increased Transparency
- Increased Data
- Increase Speed of Procurement
- Increased Options
- Increased Expertise
- Increase Support



- Decreased Complexity
- Decreased Cost
- Decreased Risk

Business Use Case Cybersecurity



Thank You

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