

# City and County Technology and Workforce Trends

*Highlights from the 2020 National Survey of  
Local Government Technology Executives*

## Tech Forecast 2020 Webinar

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January 22, 2020

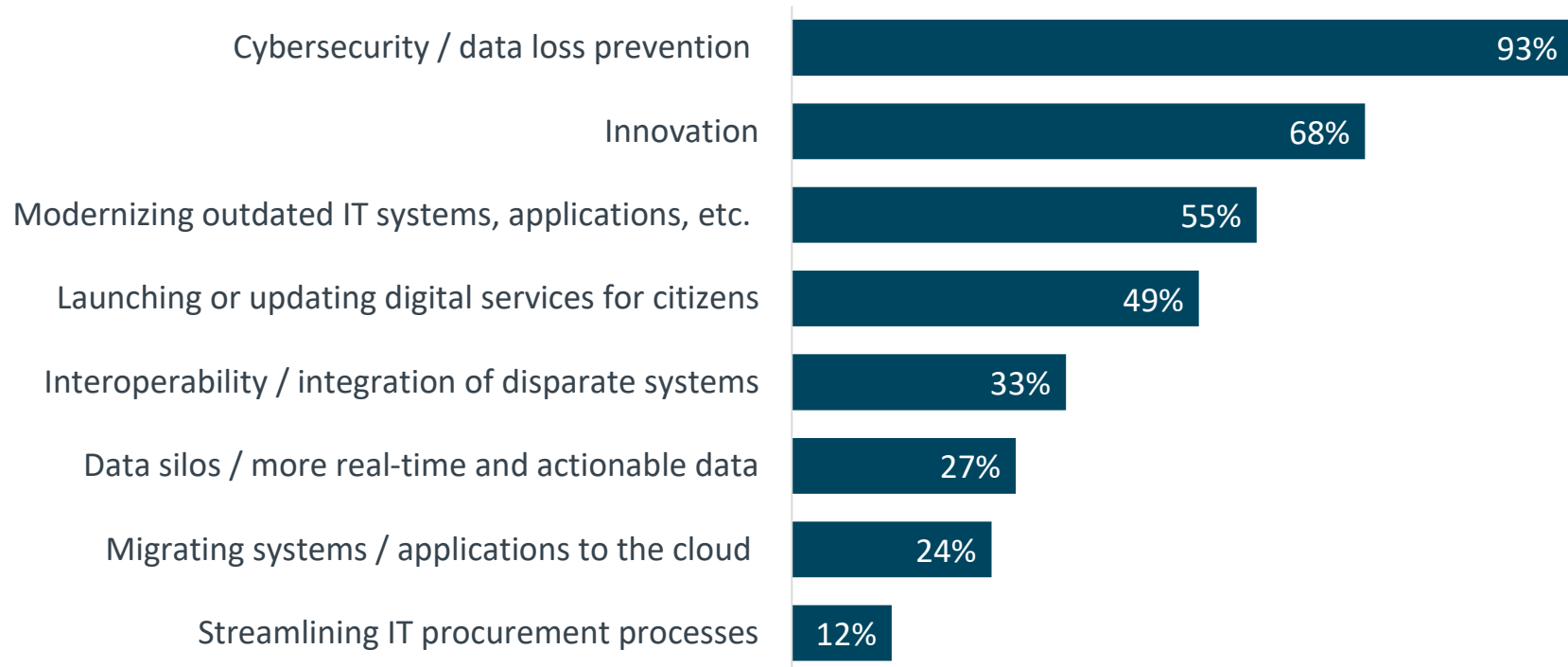
# Background

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- 9<sup>th</sup> year that PTI has conducted the survey
- Intent: To provide a snapshot of the technology management issues and organization priorities of local government
- Expanded for 2020 to include new topics and areas of interest
- National survey conducted November-December 2019
- 102 city and county IT executives participated in the survey

# City/County CIO Technology Priorities Over Next 2 Years

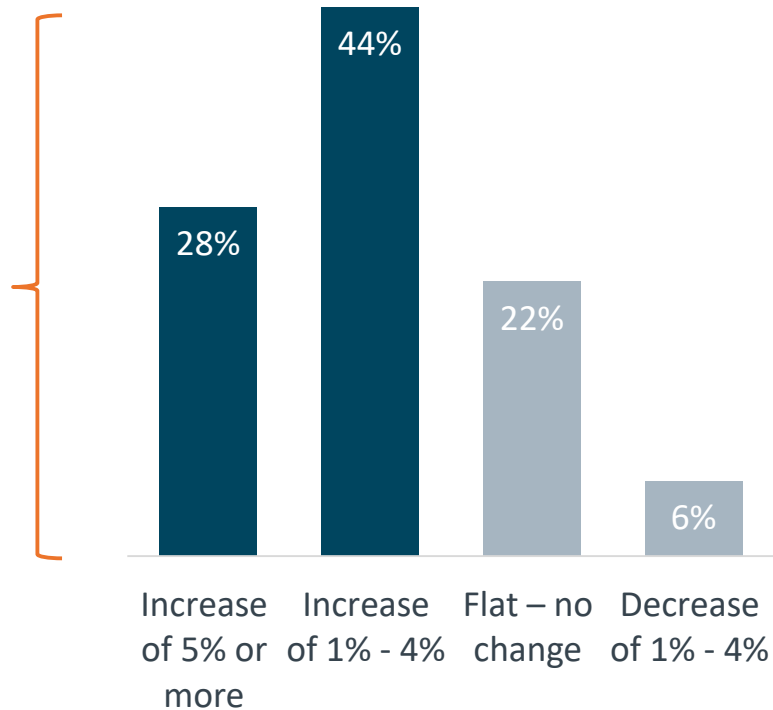
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# City/County Technology Budget Expectations

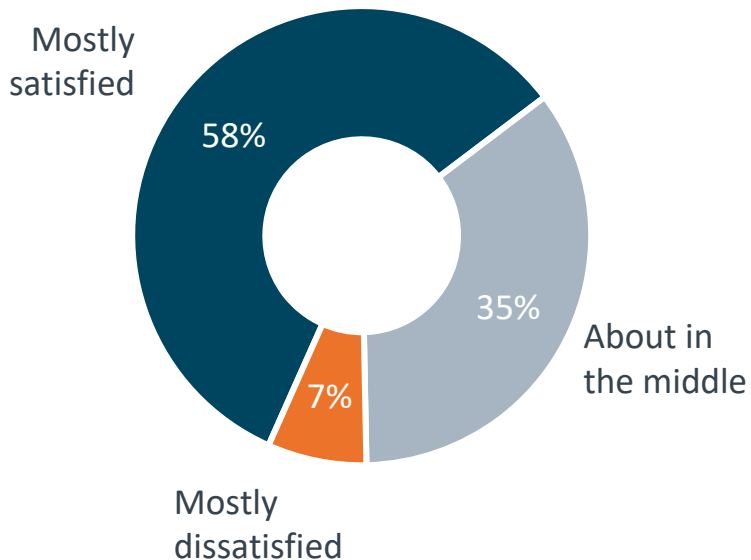
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72% of  
City/County  
CIOs (NET)  
expect their  
IT budgets  
to increase  
in the next  
fiscal year



# City/County CIOs Mostly Satisfied with ROI of IT

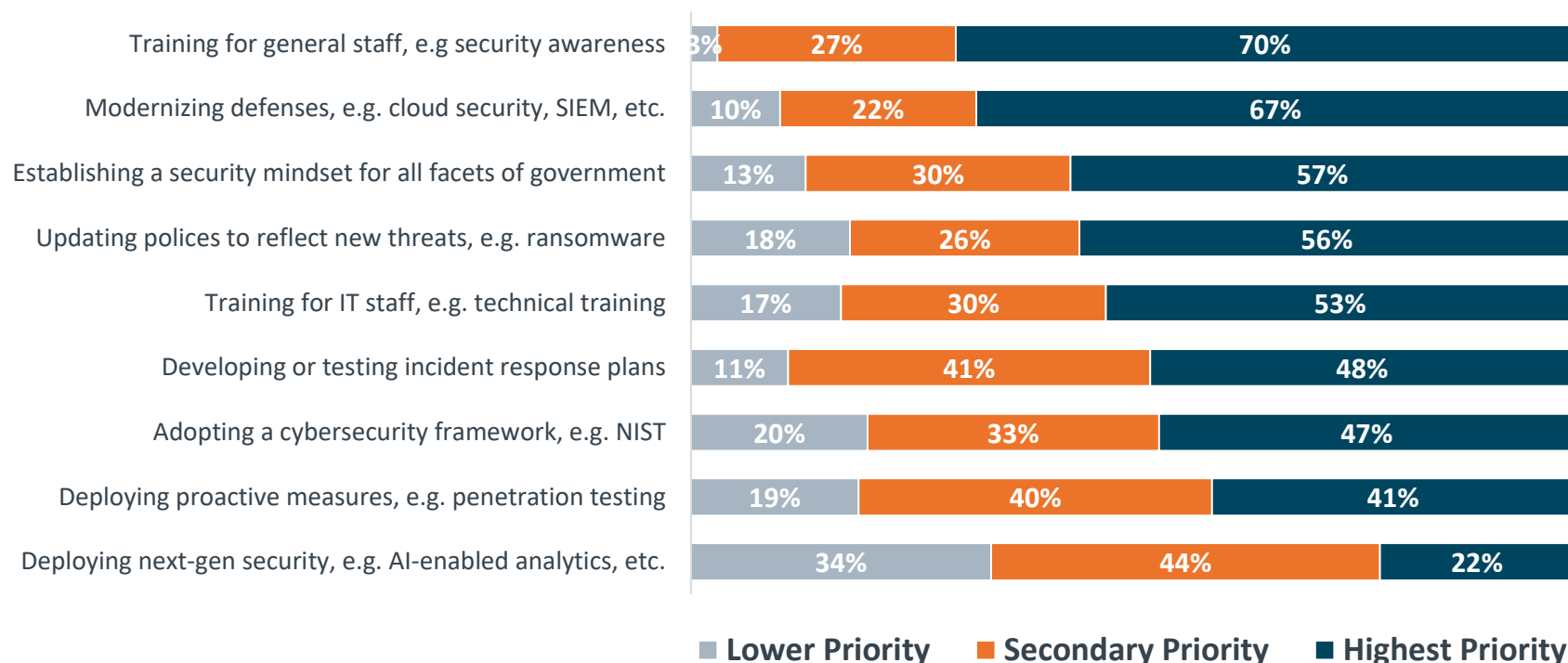
Degree of satisfaction with ROI of IT investments



Top reasons for dissatisfaction with ROI of IT investments

1. On-going maintenance costs / support fees / upgrades
2. Staff time requirements to operate and maintain
3. Complexity / poor user experience
4. Upfront cost / too expensive for return
5. Features / capabilities don't meet needs

# City/County Cybersecurity Priorities on Many Fronts



# Training and Professional Development

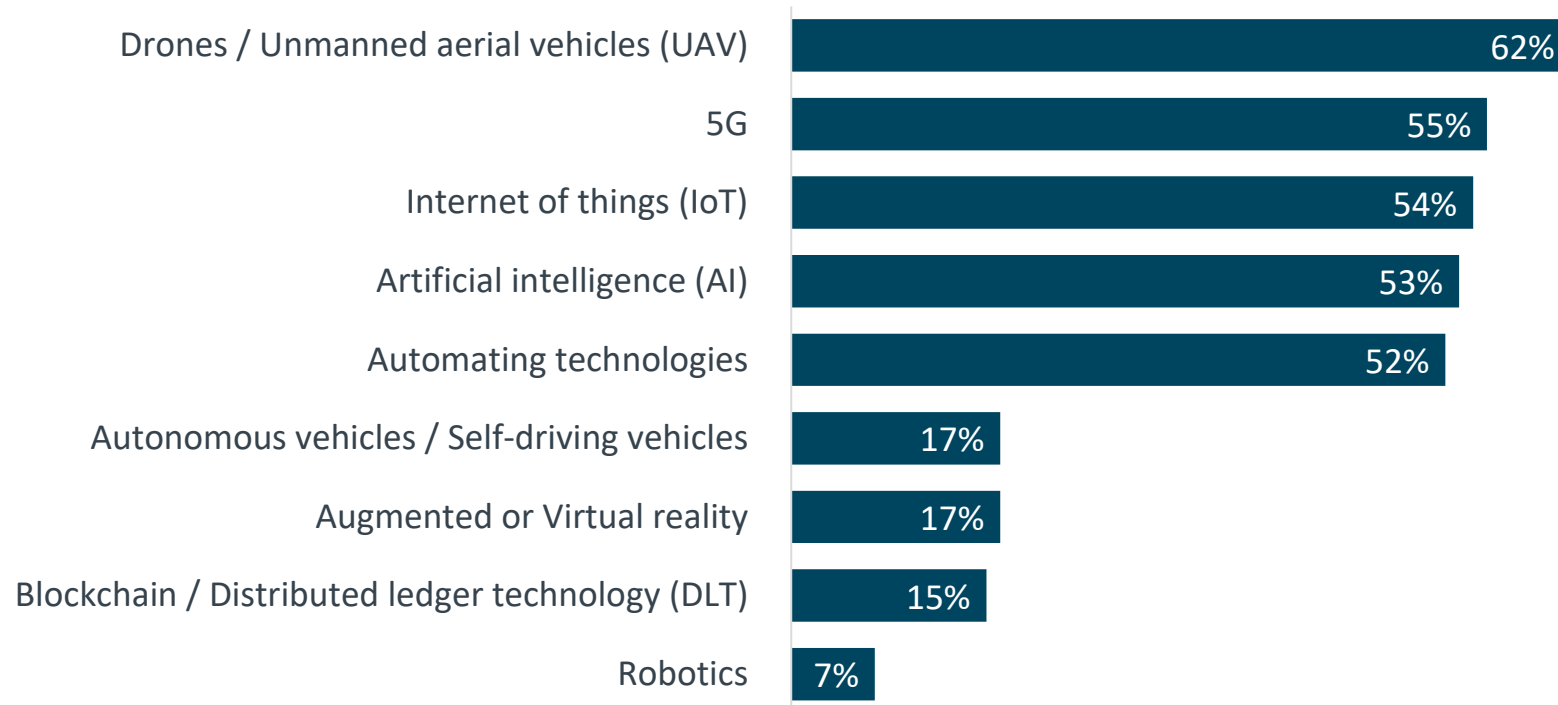
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## Wish list for training at CIO's agency / department

#1	More training on emerging technology areas
#2	More training on core areas, e.g. infrastructure, systems, data, etc.
#3	More cross-training to better understand government operations
#4	More training on project management, agile design, user-centered design, etc.
#5	More leadership training for managers
#6	More soft skills training
#7	More simulations / real-world training scenarios

# Emerging Technologies Start to Impact Cities/Counties

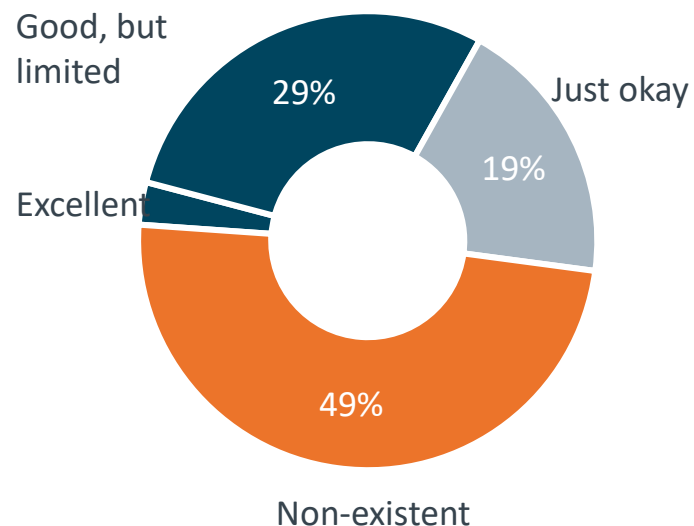
Technologies in some phase of adoption and/or on the radar of city/county CIOs





# Potential Opportunities for Further Collaboration Between City/County CIOs and State CIOs?

Rating of jurisdiction's relationship with the state CIO



Top cited collaboration opportunities



## In Addition to the Topics Just Presented the Survey Explores:

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- IT Procurement
- Digital Service Delivery
- Staffing
- Budgeting
- Smart Cities and Counties
- Cloud Strategies
- Managed Services

# PTI CIO and Leadership Summit: Research Priorities to Explore

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## **Smart City/County Ecosystem:**

*A “deeper dive” into the usage and security needs and issues, and how to develop (or promote the need with elected leaders) a solid foundation for the ecosystem. Right now, many local governments are experiencing that individual departments are “doing their own thing” versus a city/county-wide approach or strategy.*

# PTI CIO and Leadership Summit: Research Priorities to Explore

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- How do IT executives manage **IoT**?
- **More on AI** – where is it headed, and can local governments develop a roadmap to implement AI within the organization and as a service delivery option.
- **Managing IT Compliance Policy and Privacy**: This should be considered a priority and not an after-thought for IT executives.

# PTI CIO and Leadership Summit: Research Priorities to Explore

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- **Blockchain** – What is the latest and ID examples of how local governments are using.
- **The Maturity Model of IT:** Not every IT department is the same. How can local government IT departments benchmark each other?
- **Regional approaches** to IT operations and service delivery for IT executives to explore?

# PTI CIO and Leadership Summit: Research Priorities to Explore

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- Skillsets that IT executives are looking for in their staff. The “**soft skills**” are often lacking.
- Innovative approaches to **attracting and retaining IT talent**.
- IT/project/department **collaboration tools**.
- The latest with the **managed services** concept of IT.

## ***“Ins and Outs 2019 - 2020”***

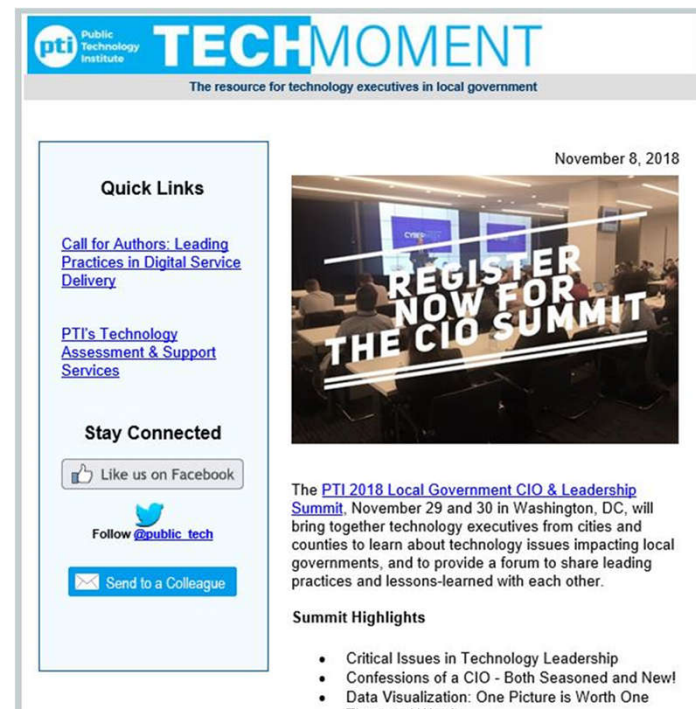
OUT	IN
1. Cyber Security as a concern	Cyber Security as a crisis
2. Perimeter-Based Security Focus	Holistic Active Monitoring and Response Systems
3. Smart Applications	Smart Government
4. Database transactions	Blockchain
5. Uber/Lyft	Bikes/Scooters/Autonomous vehicles
6. Smart software	Artificial Intelligence (AI)
7. Robotics	Robots/Bots
8. Innovation	Change Management
9. Virtual & Augmented Reality	Mixed Reality
10. Hiring IT Staff (internal)	Managing IT staff (external)

# Additional PTI Research Resources

Weekly email scan of technology news



Emails from PTI on upcoming events, new research, webinars, etc.





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