



# 2025 TECH FORECAST FOR STATE AND LOCAL IT: ALL ABOARD THE AI TRAIN AND MORE TECH ADVENTURES



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# 2025 City & County IT Forecast

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## AI fatigue

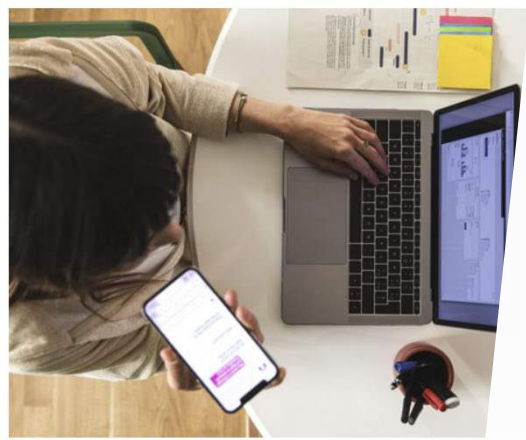


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By Alan R. Shark

## AI and the power of in



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By Alan R. Shark

JULY 18, 2024

COMMENTARY | The new c  
has governments captivate  
using AI-powered voice comm

- ARTIFICIAL INTELLIGENCE
- NEW TECHNOLOGY
- LOCAL GOVERNMENT MANAGEMENT
- CUSTOMER SERVICE

# The Dawn of AIOE: Artificial Intelligence of Everything

AI can enable autonomous decision-making, predictions and optimizations for government agencies.



by Alan R. Shark X

Alan R. Shark is the executive director of the Public Technology Institute.

▶ LISTEN 07:08

Cisco coined the term Internet of Everything in 2013 and later expanded it to the *Internet of Things*. While IoT focuses on the connectivity between devices, IoE encompasses a broader scope, including devices, people, processes and data — all interconnected to create more intelligent and responsive systems. A decade later, embracing the term Artificial Intelligence of Everything, or AIOE, seems appropriate, a significant evolutionary phenomenon.

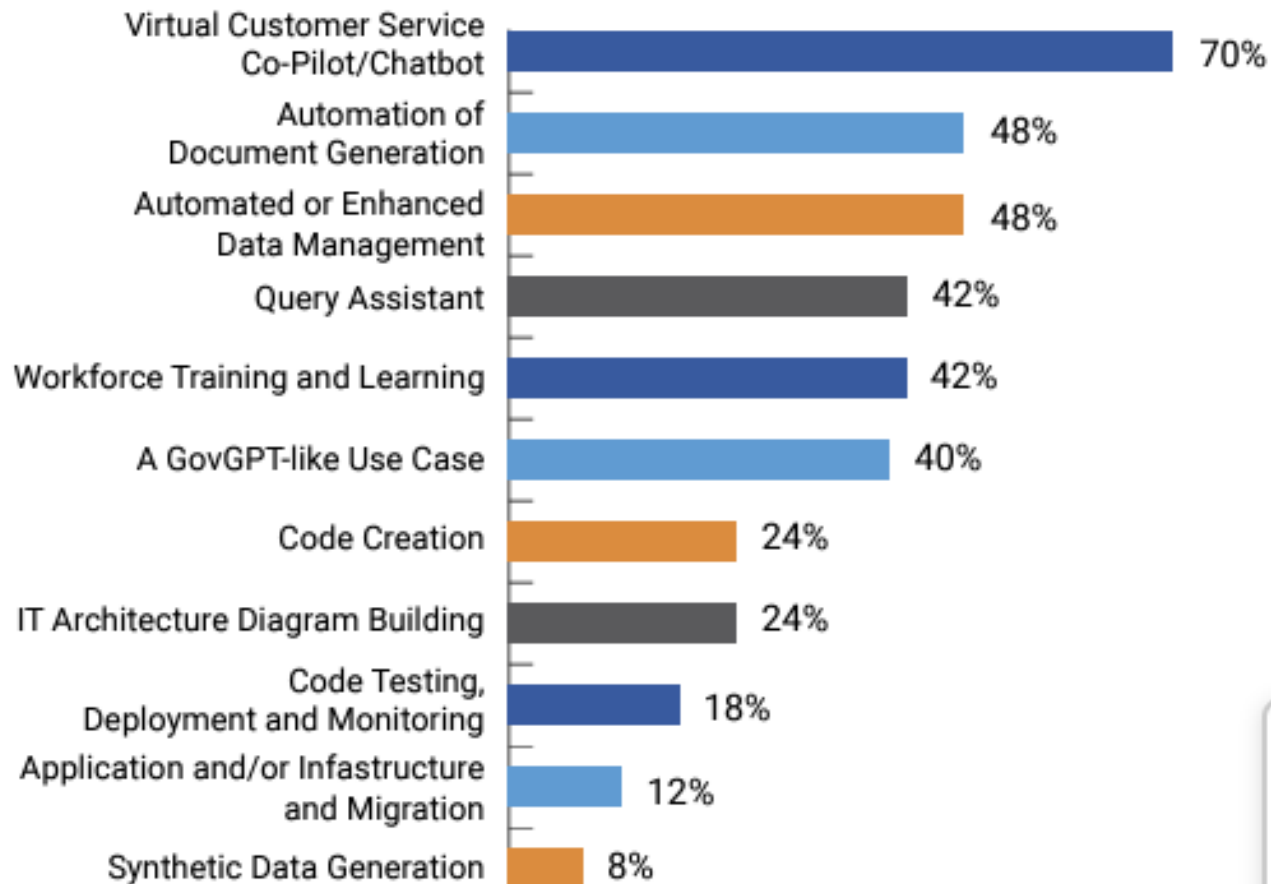
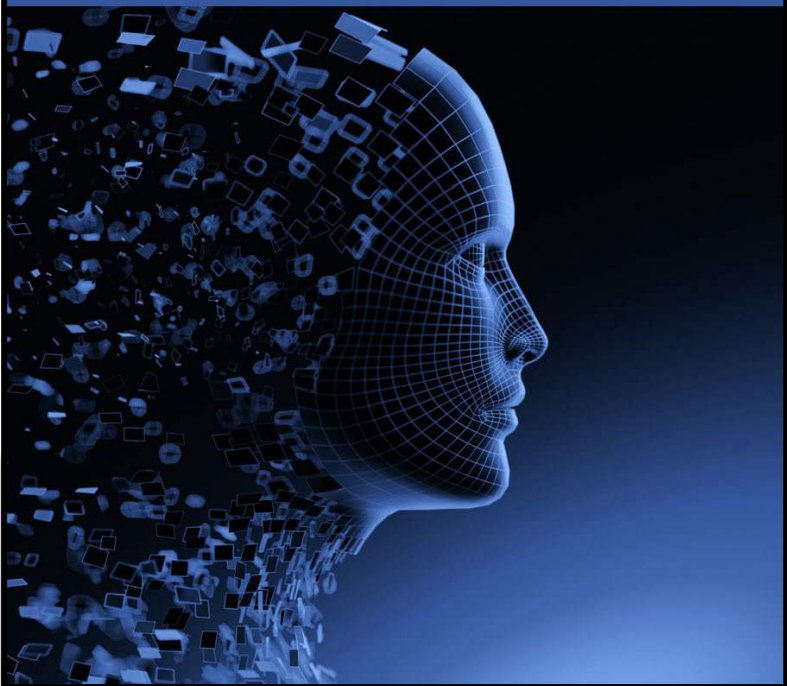
IoE emphasizes how all of these interconnected elements — people, processes, data and things — interact to create new experiences, efficiencies and business models through connectivity. By comparison, AIOE extends the IoE concept by adding a layer of *artificial intelligence* across everything connected. It implies



A DIVISION OF FUSION LEARNING PARTNERS

2024:

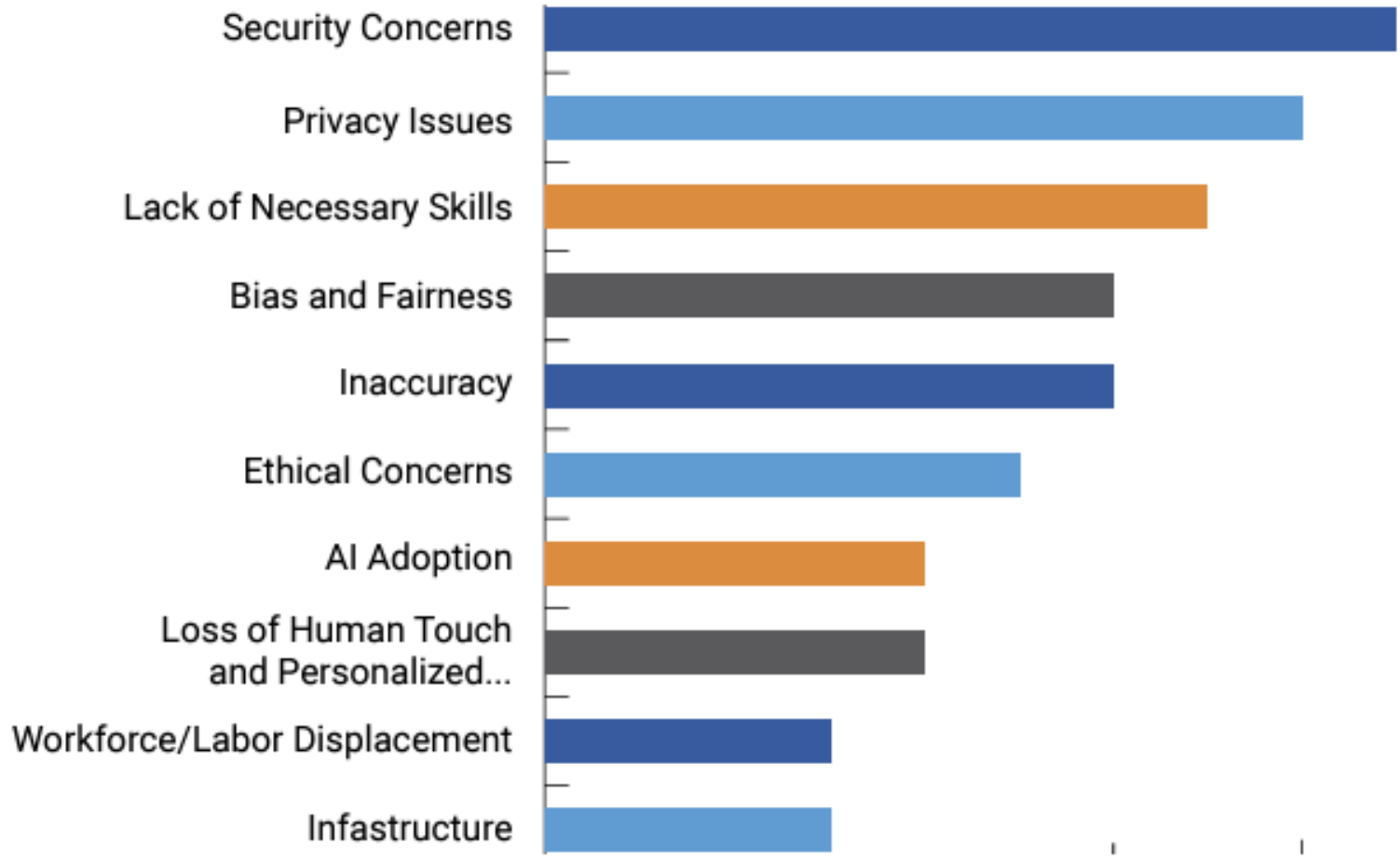
## AI AND CITY/COUNTY GOVERNMENT SURVEY RESULTS



## Are you confident that your local government's current technology workforce has the expertise to fill key roles and skillsets with the advent of GenAI?

	STATE*	LOCAL
Highly Confident	4%	4%
Slightly Confident	16%	22%
Neutral	29%	33%
Less Confident	39%	34%
Not At All Confident	12%	7%

## What concerns do you have regarding the impact of GenAI on your local government's technology workforce, including contractors and staff augmentation?



# Is there a single individual who has been assigned responsibility for coordinating AI development?

<b>Yes</b>	11%
<b>No</b>	63%
<b>Responsibility of &gt;1 Individual</b>	26%

**2024:  
CYBERSECURITY AND  
CITY/COUNTY GOVERNMENT  
SURVEY RESULTS**



# Is your cybersecurity budget adequate to support cybersecurity initiatives?

	2023	2024
Yes	64%	72%
No	36%	28%

## How engaged and familiar are your elected officials with regard to your organization-wide cybersecurity efforts?

	2023	2024
<b>Very Engaged</b>	23%	30%
<b>Somewhat Engaged</b>	67%	54%
<b>Not Engaged</b>	10%	16%

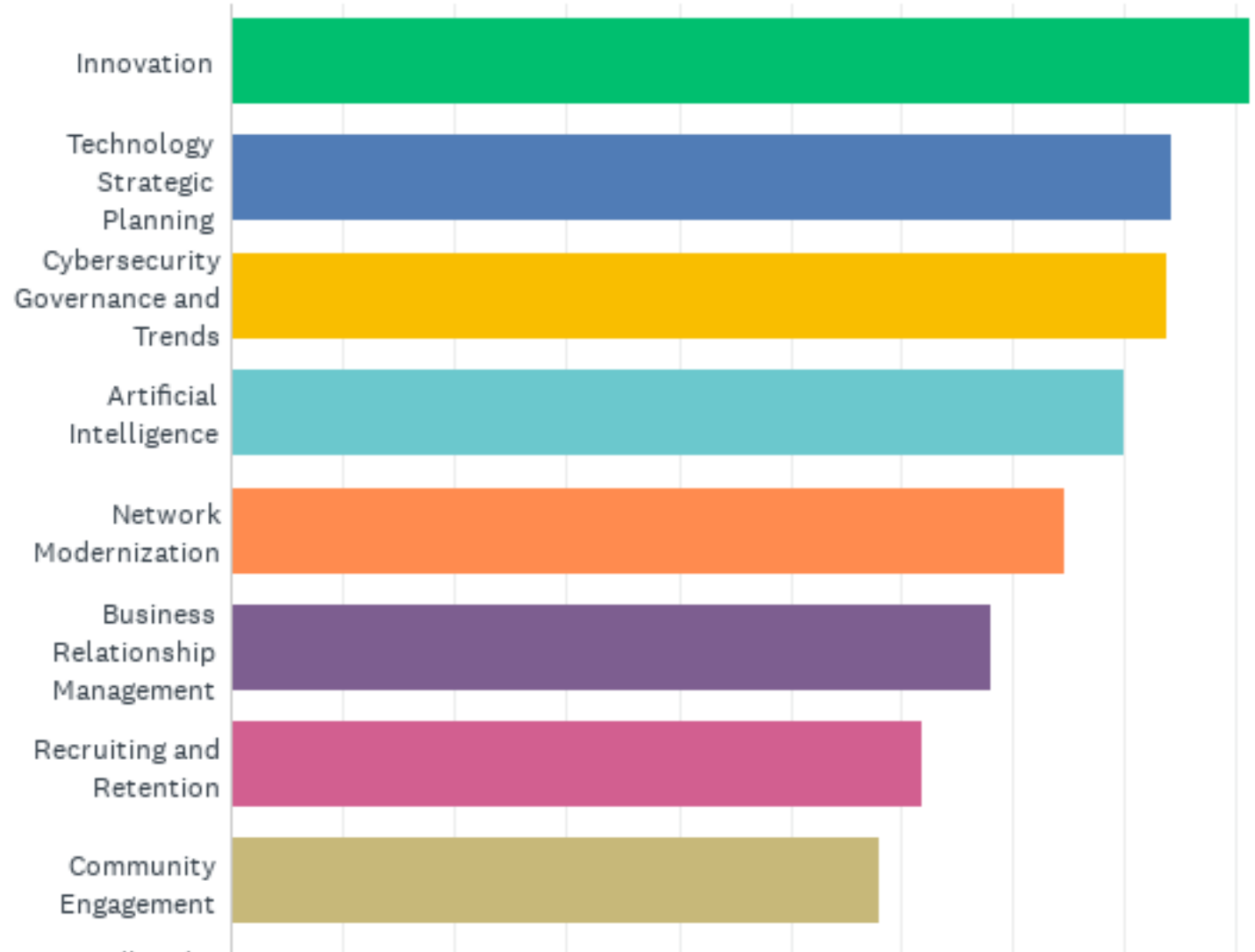
**Specific to cybersecurity: How would you rate the relationship between your IT organization and your state's IT organization in terms of information-sharing, resource-sharing, education and training provided by the state to local governments?**

	<b>2023</b>	<b>2024</b>
<b>Good</b>	16%	32%
<b>Fair</b>	60%	36%
<b>Poor</b>	24%	32%



# GOVIT LEADERSHIP SUMMIT & SYMPOSIUM

November 2024



# 2025 – The Trends Ahead.....



# 2025 – Predictions.....

1. AIoE
2. Overcoming AI Fatigue
3. Conversational AI -the rise and acceptance of Chatbots
4. Collaborative technologies
5. AI policies, guidelines, enforcement
6. Cyber AI
7. AI Divide
8. Return to Premise
9. Digital Identity
10. The Rising Cost of Tech
11. Tech Talent Challenges
12. Vendor consolidation -fewer choices



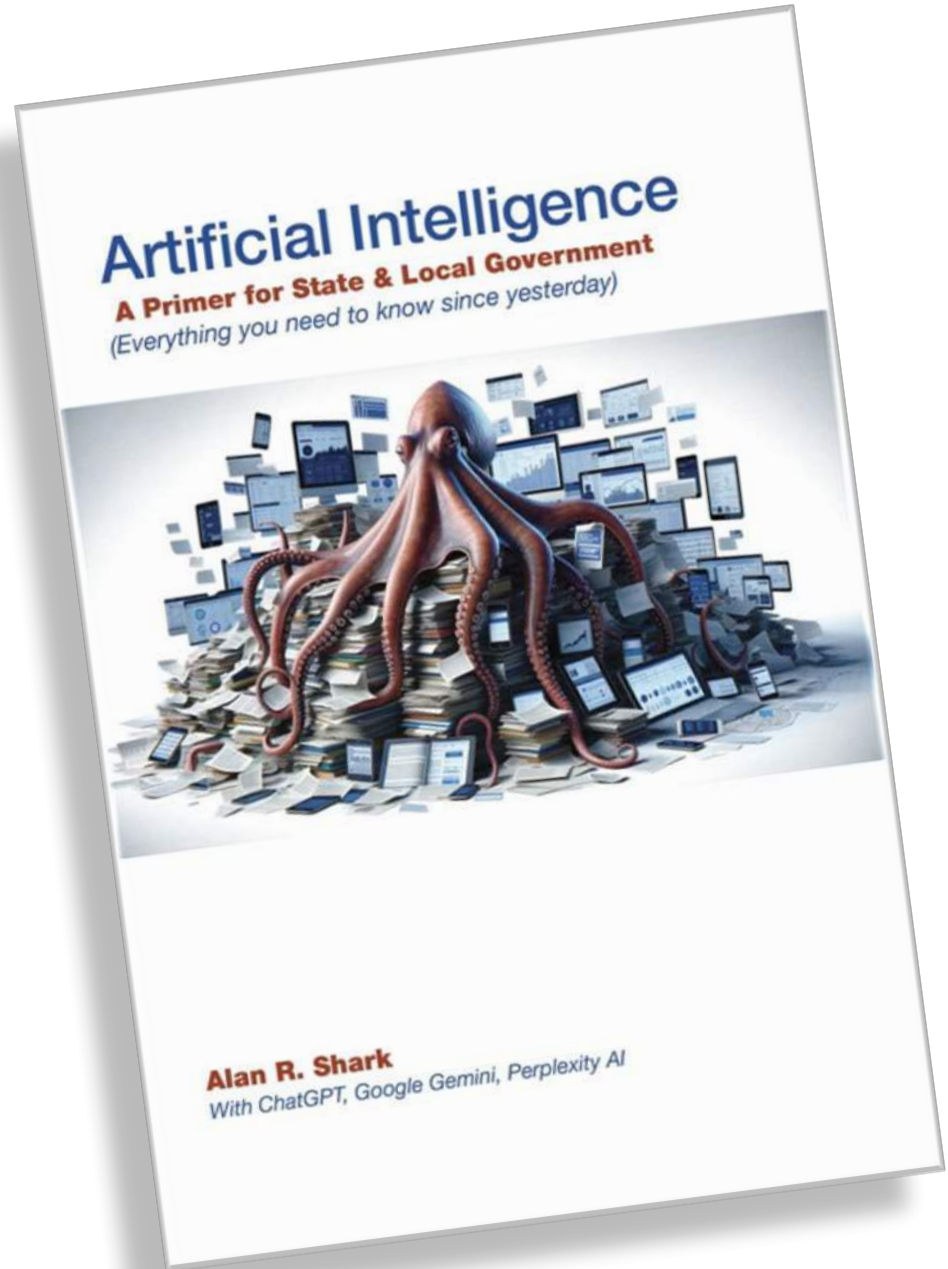


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*New Episodes every other week*





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