



Government CIOs: Are you set to sustain digital momentum?

The pandemic propelled every government agency into the next stage of digital transformation. Now that we know to expect rapidly evolving technologies, soaring customer expectations, and future shocks, CIOs must look beyond digitized and distanced citizen services.

Key considerations to maintain IT momentum on the path forward:

- Infrastructure:** Is your organization replacing legacy hardware, automating processes, and consolidating services on a [unified cloud platform](#)?
- Data:** Is your data secure, easily shared, and available across departments to continually optimize and improve operations?
- Resident experience:** Are services multi-channel, frictionless, and easily accessible to residents from the devices they choose?
- Security:** Does your agency have a plan to anticipate [cybersecurity](#) threats and quickly respond to outages and disruptions?
- Costs and revenues:** Are your labor, hardware, facilities, software, and infrastructure costs clear and predictable?
- Pre-built solutions:** Can you quickly stand up or extend [solutions](#) to integrate with applications through APIs and pre-built connectors?
- Clear mission and KPIs:** Do agency teams have a documented mission, with KPIs and dashboards to prove the impact of tech initiatives?
- Sustainable and equitable outcomes:** Are digital platforms leveraged to help meet community, societal, and environmental goals?
- Reliability:** Are the [disaster preparedness](#) and recovery plans that residents and businesses rely on powered by proven applications?
- Speed of services:** Does your agency have the capabilities to deploy [rapid response solutions](#) in the event of crises like COVID-19?

How's your transformation journey going?

Digital transformation is an ongoing journey. If you would like to talk about your strategy, scoping your plan, and how to make the most of your human and technology resources, [let's talk!](#)