

Local Government Tech Trends to Watch

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Governments were forced to dramatically adapt with the change at the onset of the pandemic.



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That pace of change isn't slowing down.



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In fact, technology is changing more rapidly than ever before.



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**It's also more important than ever
before.**

Upcoming tech trends now show if you aren't getting ahead with your tech, your organization will fall behind.

Here are 7 of those trends.

1. Upping Cybersecurity
2. Using The Cloud
3. App Modernization
4. Automating At Scale
5. Data Sharing
6. Increased Tech Stack
7. Decision Intelligence

1. Upping Cybersecurity

- **Increase In Vulnerabilities:** Remote and hybrid work means a larger attack surface.
- **Team-Wide Effort:** Everyone in the government entity needs to be trained regularly and effectively as new vulnerabilities pop up.
- **Automation + AI:** As the talent shortage persists (especially for cybersecurity talent), automating security defenses with AI fills in critical in-house gaps.
- **Outsourcing:** Riding the effectiveness of managed service providers whose bread and butter is security strengthens your defense even more.



2. Using The Cloud

- **Speaking of Security:** Leveraging the cloud tends to be more secure than on-premise systems.
- **Increased Flexibility:** Rather than being stuck with added infrastructure, the cloud makes it easy to scale up or down and work from anywhere. This is especially helpful in the era of hybrid work.



4. Automating At Scale

- **A Stat:** Gartner predicts 75% of governments will have at least 3 enterprise-wide hyper-automation initiatives underway or launched in next 3 years.
- **Migrating from Manual:** Now it's more about teaching IT teams to manage code that manages systems and environments, instead of directly managing those systems and environments.
- **Combats War on Talent:** Plus, it improves efficiency and morale.
- **Focus on End-to-End Process:** Not just automation of siloed tasks.



5. Data Sharing

- **Strength in Numbers: Governments must leverage their own data, as well as access more external data.**
- **We've Already Seen This: During the height of COVID, governments pooled clinical data to speed up our understanding of the virus.**
- **Privacy Is Still Important: Sharing is necessary, but must be done in a way that doesn't break confidentiality requirements.**



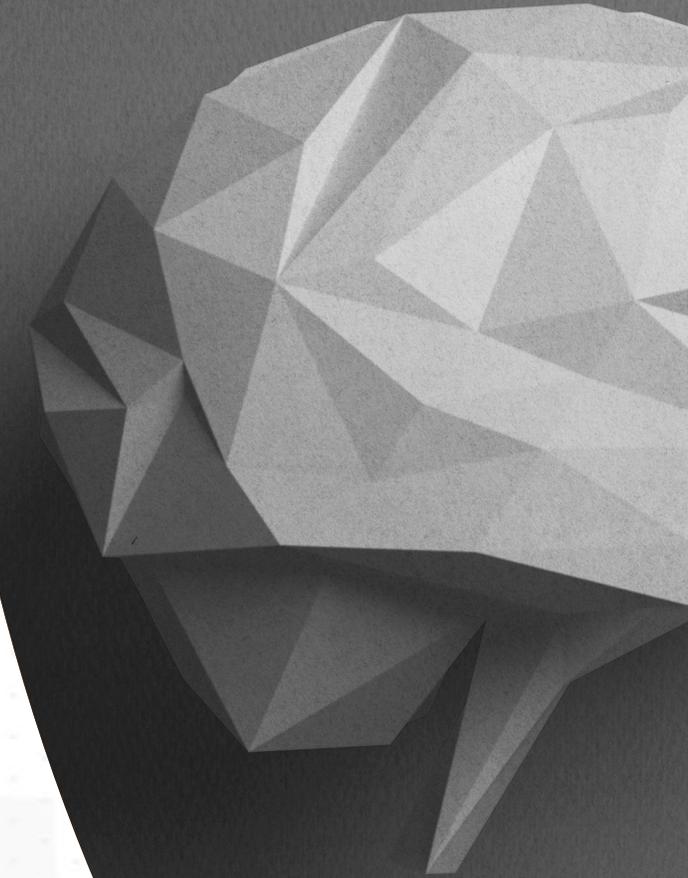
6. Increased Tech Stack

- **Now Everything Is Technology:** From IoT to smart devices to drones and more, organizational technology is more than just a laptop and phone.
- **New Responsibilities:** With new technology comes the need for new device governance, oversight, procurement, team reskilling, ethics discussions, and liability measures.
- **Avoiding Outages:** With so much dependent on technology, an outage could be business- or life-threatening.



7. Decision Intelligence

- **Better + Faster Decisions:** AI, analytics, business intelligence and data science are making planning and government service delivery increasingly predictive and proactive.
- **Better Use of Tax Dollars:** With better decisions come better use of resources.
- **Improved Total Experience (TX):** Governments can now look at the citizen and employee experiences through one big picture to enhance processes and outcomes.



Now What?

- **These Trends Are Important: Government IT departments need to have them top of mind.**
- **Not Sure Where to Start?**
 - **Opkalla helps with all of this.**



Why Opkalla

| | CONSULTANTS | MSPs | VARs | OPKALLA |
|----------------------------------|-------------|------|------|---------|
| Broad Technical Expertise | ✗ | ✓ | ✓ | ✓ |
| Vendor-Agnostic | ✓ | ✗ | ✓ | ✓ |
| Ongoing Engagement | ✗ | ✓ | ✓ | ✓ |
| Collaborative | ✗ | ✗ | ✗ | ✓ |

Opkalla exists to challenge the legacy trend of partners representing a solution instead of representing the client. We work **alongside** IT teams to design, procure, implement and support the most innovative solutions without an agenda or technology bias. We strive to be your **Trusted Advisor**.

Partnering With Opkalla

1. Assessment

2. Analysis

3. Evaluation

4. Insights

5. Decision

Using the **Opkalla Methodology** we enable clients to quickly achieve their business objectives through our innovative portfolio of solutions and services.

Your best interest is always our focus, as we're guided by our core values – **trust, transparency, being agnostic, convenience and speed.**



21% Average Saved
Per Client on Annual
Contracts



2,500+ Evaluations Completed
Since Our 2019 Inception



20+ Years of Experience
As IT Consultants



250+ Happy Clients
With Successful IT Implementations



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Where can we engage?



Cloud Contact Center



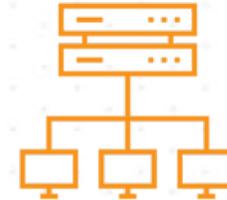
Public Cloud Solutions



Disaster Recovery + Backup



Microsoft 365 for Business



Infrastructure



Unified Communication



Cybersecurity



Colocation



Mobility



Connectivity



SD-WAN



Virtual Desktops



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Questions?



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Thank You



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