



2024's Top Challenges for Local Government IT Directors

Managing IT operations has become increasingly challenging for local governments. There is growing pressure to innovate and provide citizens with user-friendly digital experiences akin to those in the private sector. But IT directors are expected to deliver these services amidst significant constraints, such as inadequate funding, outdated technology, increasing cybersecurity threats, and considerable talent gaps.



Shrinking Resources

As government revenues continue to dwindle and tax incomes decrease, IT directors face fierce competition for tax dollars. This leaves many departments strapped for cash and struggling to prioritize between day-to-day maintenance and pursuing innovative solutions that could drive efficiency and growth.

Increased Cybersecurity Risk

The number of cyberattacks against government entities is increasing, with a 313% surge in endpoint security incidents and a 148% rise in malware attacks in 2023 alone. Breaches cause significant losses of critical data and leave IT directors with a hefty clean-up bill after each attack.

Increasing Citizen Expectations

Citizens expect top-tier digital user experiences, on par with those offered by the private sector. But outdated legacy systems, complex technology contracts, and a lack of funding, make it difficult for local governments to keep up with these demands.

Sizeable Talent Gaps

IT departments across the government sector grapple with significant talent shortages, particularly in data science, as they struggle to compete with the higher salaries offered in the private sector.

Aging Infrastructure

When it comes to technology, the public sector often trails behind the private sector by 18 to 24 months, with one-third of local government IT systems in need of urgent updates or replacement. Without significant investments in modernization, effective operations and user-friendly citizen services will remain out of reach.

Poor AI Readiness

By embracing artificial intelligence (AI), government agencies can streamline their operations and deliver more responsive, citizen-centric services. But most government data needed for successful AI implementation is siloed, and only 27% of state IT chiefs rate their data governance mature.

Loss or Trust in Government

With dwindling trust in government institutions, commitment to transparency has become paramount. As citizens demand greater visibility into government spending and the data that underpins decisions, IT directors play a key role in educating the public.

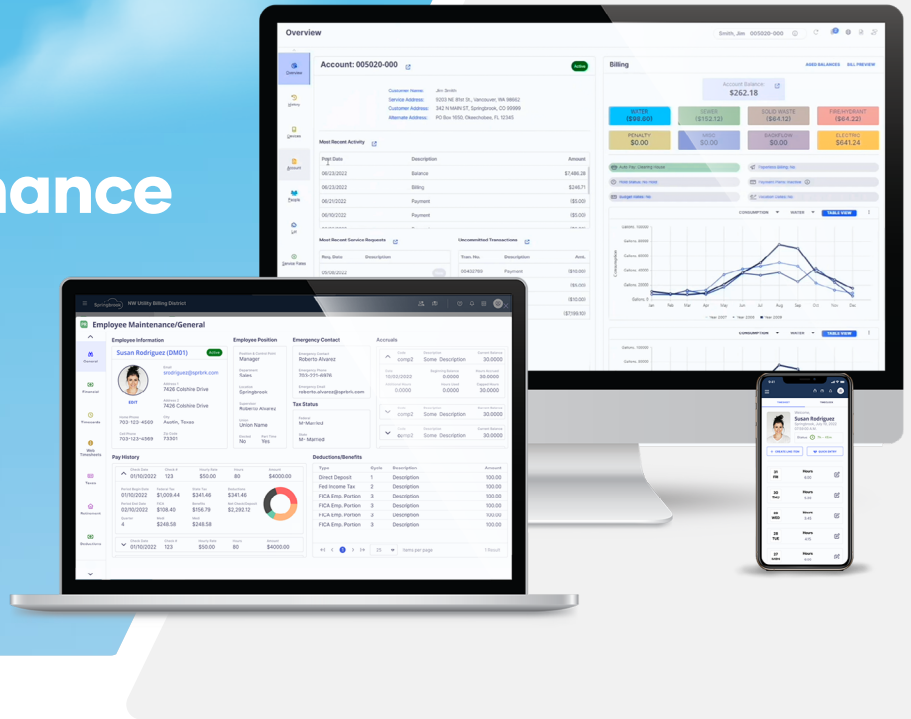
Distributed Work Models

In recent years, government work has become increasingly distributed, leading to siloed departments operating independently. This fragmentation impedes efficient cross-departmental collaboration.



How a Modern Finance ERP Can Help

Modern Enterprise Resource Planning (ERP) software, such as Springbrook's Cirrus, offers crucial tools for government IT directors to balance tight technology budgets, introduce innovative AI-powered solutions, and deliver user-friendly citizen experiences.



Citizen-Friendly Services

With its leading-edge features, modern ERP software streamlines essential services, such as tax collections and utility billing, and offers citizens exceptional digital user experiences through built-in payment solutions.



Advanced Analytics

Modern ERP solutions equip local government IT directors with the tools needed to balance tight budgets and see the long-term impact of their investments. With robust analytics, governments can turn complex datasets into user-friendly infographics to educate citizens about government spending decisions.



Improved Cost Efficiency

With the shared resource model of a multi-tenant SaaS solution, leading ERP technology allows IT directors to capitalize on the benefits of economies of scale and reduce infrastructure and hosting costs.



Robust Cybersecurity

Leading SaaS service providers, such as Springbrook, invest in best-in-class cybersecurity solutions, proactively monitor their infrastructure, and keep up with the latest threats to safeguard your data and services from cybercriminals.



AI Readiness

User-friendly, AI-powered SaaS platforms offer accessible entry points into artificial intelligence. Leading ERPs help consolidate financial data from multiple sources and lay a solid foundation for AI readiness.



Learn how a modern finance ERP solution can help you deliver more citizen-centric services and tackle key IT challenges in 2024 and beyond.

