NACo 2024

TECHNOLOGY PRIORITIES

Developed by the NACo Tech Xchange County Membership

NATIONAL
ASSOCIATION
of COUNTIES NACo®

TECHNOLOGY PRIORITIES

Programmatic Priorities

INNOVATION FOR LOCAL GOVERNMENT

DIGITAL EQUITY

IT MODERNIZATION, CONSOLIDATION AND DIGITAL TRANSFORMATION

IT STRATEGY AND ROADMAP

DATA GOVERNANCE

IT TALENT RECRUITMENT AND RETENTION

CYBER SECURITY SERVICES

STRATEGIC PARTNERSHIPS

RURAL AND SMALLER COUNTY TECHNOLOGY

RESILIENCY

The above represents the Programmatic Technology Priorities for 2024. The operational Tech Xchange Priority is still vital to the growth of county technology programming and has been moved to a stand alone document (available upon request). While there are ten priorities, the accomplishments within these priorities will depend on available resources, time and budget.

On the next page are key concepts under each of the priorities:

TECHNOLOGY PRIORITIES

Programmatic Priorities

Cyber Security Services:

Aggregate agreements, partnerships, policies, training, security plans, best practices, backup/recovery, cyber simulations, cyber insurance, grant assistance, elections security, third party providers, Artificial Intelligence and identity management

IT Talent Recruitment and Retention:

Benefit retention tools, IT compensation strategies, updating job descriptions, leadership, culture, and engagement. Research and education on the future of work (location, work/life balance, etc.)

Data Governance:

Education, Legislative input for privacy and records digitization, resources such as data asset inventory templates, and a data toolkit and impacts of Artificial Intelligence

IT Modernization Consolidation and Digital Transformation:

Upgrading phone systems, eliminating legacy systems and technical debt,, mobilizing workforce, modernizing systems in business areas (like human services) and utilizing AI (artificial intelligence), and addressing asset lifecycle.

IT Strategy and Roadmap:

Tools to assist Counties in developing and maturing their IT Strategy, along with a Roadmap on end of life support for equipment and products as well as grant opportunities versus future budget stabilization

Resiliency:

Best practices and guidelines, contract language, modernizing procurement, customer centric approaches for cloud adoption, continuity, etc.

Innovation for Local Government:

Education, use cases (i.e. robots, drones, GIS, Artificial Intelligence, Autonomous vehicles, Virtual Reality) and crossing county boundaries

Rural and Smaller County Technology:

Support, resources, security solutions (including the development of an IT handbook (security, assessments etc.) and pilots

Digital Equity:

Education, wide access, affordability, accuracy, adoption, and GIS

Strategic Partnerships:

Internal, state, local, municipal, regional, universities, nonprofits and think tanks

TECHNOLOGY PRIORITIES

The Seven Government IT Truisms

ONE

Every Public Service Relies on an IT System

TWO

IT Management is Inherently Challenging

THREE

Business and IT are Interdependent

FOUR

IT is a Major Financial Committment

FIVE

The Demand for IT Exceeds Supply

SIX

IT Poses Increasing Risks

SEVEN

A High Proportion of IT Projects Encounter Difficulties

With these truisms as a guide, local government leaders together can navigate the complexities of IT and use technology as a catalyst for digital transformation and enhanced citizen services. Use them to start conversations across your organization while leveraging the 7 Leadership Strategies for Counties to Move Forward with Digital Transformation, which include

- Implement an active Enterprise IT Governance structure
- Promote a prudent level of risk-taking to drive innovation
- Take field trips
- Stop evaluating technology projects on a singular Return-on-Investment basis
- Start using data more strategically
- Create the space and give the permission required for change to occur
- Promote digital transformation as real leadership work and a priority

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