# Governments embrace technology to enhance resident experience



State and local governments across the United States are increasingly recognising the importance of modern technology solutions to enhance the resident experience. According to recent research highlighted by Innovation & Tech Today, a significant 95% of government agency leaders are planning to invest in emerging technologies. Despite this surge in interest, many leaders face challenges in distinguishing between genuine technological advancements and mere buzzwords that may not deliver the expected return on investment.

As the push for digital transformation intensifies, governmental organisations aim to adopt technologies that not only improve the service delivery to residents but also streamline employee operations. However, it is crucial for leaders in these sectors to avoid hasty decisions driven by prevailing trends. Instead, they should focus on identifying the specific needs of their communities and determining the most valuable technological solutions that can offer measurable benefits.

To minimise the risks associated with investment in technological trends, government leaders are encouraged to initiate pilot programmes tailored to address pressing issues and identified use cases. These pilot efforts allow for a more cautious approach, permitting local governments and their residents to realise tangible benefits while sidestepping transient fads. It is also beneficial for these leaders to collaborate with reputable technology vendors who have a comprehensive understanding of the evolving tech landscape.

To facilitate better decision-making, a checklist can be developed by government officials to delineate desired outcomes both for the community and internal operations. Key transformative technologies that could bring about meaningful change include:

**Data Sharing as a Program**: This initiative aims to bolster transparency and improve efficiency by breaking down departmental silos. Establishing a data-sharing program can enhance collaboration and foster more informed decision-making, empowering government agencies to meet community needs more effectively. Attention must also be given to data governance and security to maintain trust and integrity.

**Cloud Technology**: Transitioning to cloud-based systems can offer myriad advantages such as cost effectiveness, enhanced collaboration, and seamless integration across various platforms. This strategic shift can streamline workflows and improve overall operational efficiency within government services.

**Total Experience Model**: Historically, customer and employee experiences have been managed separately. However, a shift towards a Total Experience approach—integrating customer experience, employee experience, multi-experience, and user experience—has gained traction. Projections suggest that by 2026, the Total Experience model could diminish workflow uncertainty by 90% and increase satisfaction metrics for both customers and employees by 50%.

**Digital Government Processes**: The utilisation of digital technologies to optimise the delivery of government services can lead to numerous benefits including cost reduction, enhanced accuracy, improved compliance, and greater community engagement. Many government entities currently operate under disparate procedures that hinder effective service delivery; therefore, the adoption of digital workflows is crucial for enhanced trust and engagement with residents.

As more state and local governments navigate the complexities of incorporating innovative technology, the emphasis lies in ensuring that the solutions adopted not only address immediate challenges but also support long-term community development and workforce efficiency. The realignment of technologies to serve specific community interests reflects a significant shift in the historical operations of governmental agencies, marking a progressive move towards becoming more responsive and responsible institutions.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.erepublic.com/press/center-for-digital-government-releases-state-and-local-government-market-data-and-govtech-radar-for-2024/> - This URL supports the claim that state and local governments are investing heavily in technology, with IT spending expected to exceed $143 billion in 2024, highlighting the importance of digital solutions.
* <https://www.nlc.org/article/2024/05/14/future-proofing-government-through-technology-modernization/> - This article discusses the need for government technology modernization, aligning with the push for digital transformation and the challenges faced by government leaders in adopting new technologies.
* <https://www.urban.org/policy-centers/cross-center-initiatives/state-and-local-finance-initiative/state-and-local-backgrounders/state-and-local-expenditures> - This resource provides context on state and local government expenditures, which can inform decisions about investing in technological solutions.
* <https://www.gartner.com/en/newsroom/press-releases/2023-02-13-gartner-says-total-experience-will-be-key-to-business> - This URL could support the concept of the Total Experience model, though it is not directly available in the search results. It generally aligns with the idea of integrating customer and employee experiences.
* <https://www.forbes.com/sites/forbestechcouncil/2022/03/24/why-cloud-computing-is-the-future-of-government-it/?sh=6d8c5f7c66f4> - This article discusses the benefits of cloud technology in government IT, supporting the claim about its advantages in cost effectiveness and operational efficiency.
* <https://www.govtech.com/data/data-sharing-is-key-to-unlocking-government-potential> - This URL supports the importance of data sharing in government, highlighting its role in enhancing transparency and efficiency.
* <https://www.digital.gov/resources/digital-government-strategy/> - This resource outlines strategies for digital government processes, emphasizing the use of digital technologies to improve service delivery.
* <https://www.mckinsey.com/industries/public-and-social-sector/our-insights/transforming-government-operations> - This article discusses transforming government operations, which aligns with the shift towards more responsive and responsible institutions through technology.
* <https://www.cio.gov/policy-guidance/it-modernization> - This URL provides guidance on IT modernization, supporting the need for government agencies to update their systems to improve efficiency and service delivery.