NACo 2025

TECHNOLOGY PRIORITIES
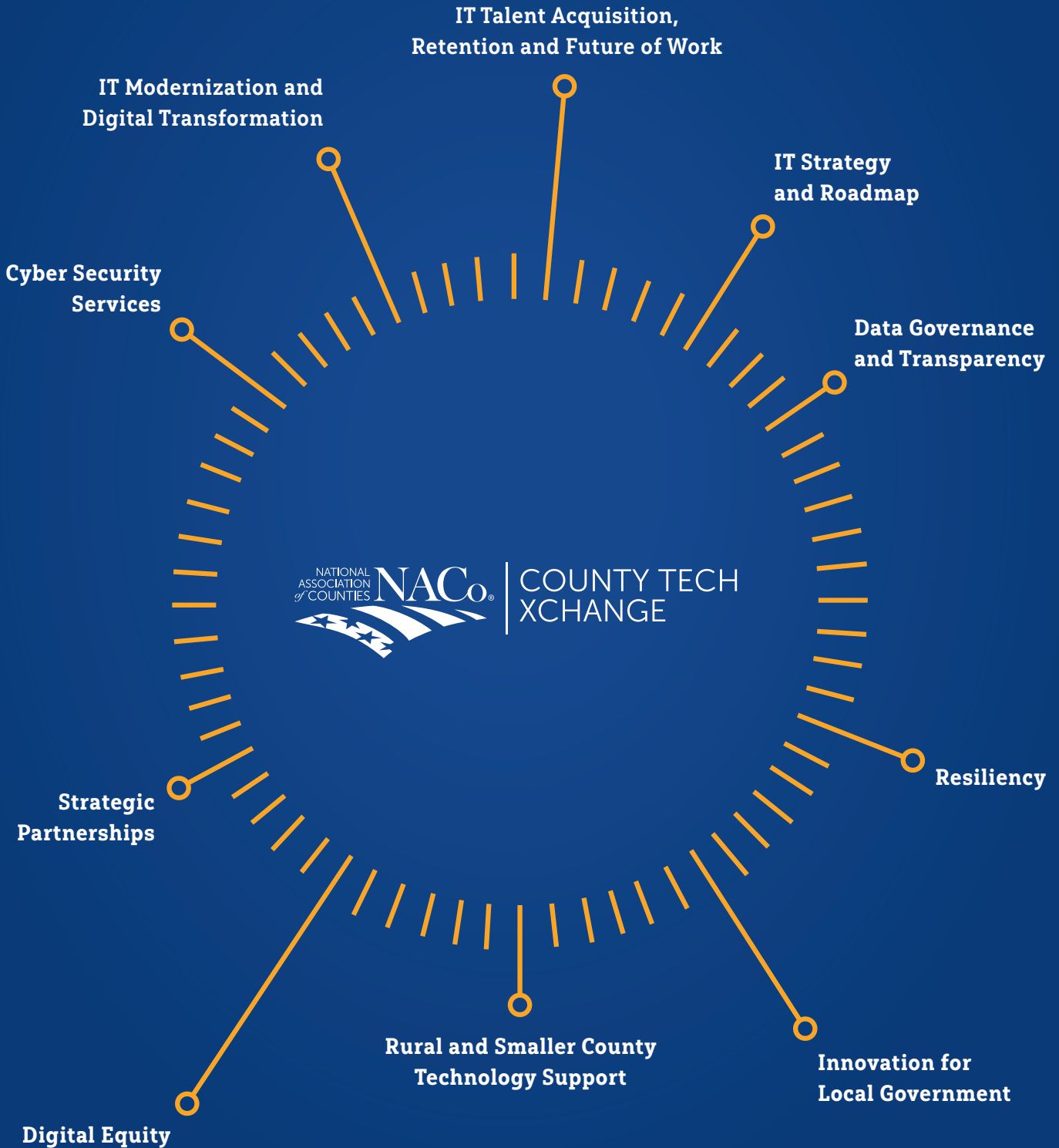
Developed by the NACo Tech Xchange County Membership

NATIONAL
ASSOCIATION
of COUNTIES NACo®

NACo Technology Priorities for 2025

While there are ten priorities, the accomplishments within these priorities will depend on available resources, time and budget. For more information, scan the QR code or visit **https://www.naco.org/page/county-tech-xchange**

IT Talent Acquisition, Retention and Future of Work

IT Modernization and Digital Transformation

IT Strategy and Roadmap

Cyber Security Services

Data Governance and Transparency

NATIONAL ASSOCIATION of COUNTIES NACo® | COUNTY TECH XCHANGE

Resiliency

Strategic Partnerships

Digital Equity

Rural and Smaller County Technology Support

Innovation for Local Government

Cyber Security Services:

Emphasize governance, risk management, compliance and partnerships for enhanced security measures, including training, simulations, backup/recovery and identity management. Assess, address and integrate AI and third-party provider management, as appropriate.

IT Modernization Consolidation and Digital Transformation:

Prioritize upgrading systems, eliminating legavy technical debt and process waste, automating workflows, addressing the asset lifecycle, mobilizing the workforce and leveraging AI and third-party provider management, as appropriate.

IT Talent Acquisition, Retention and Future of Work:

Implement strategies for retaining talent through competitive compensation, continuous leadership and staff development while fostering an engaging culture.

IT Strategy and Roadmap:

Develop comprehensive strategies with tools to mature IT infrastructure, manage end-of-life support and stabilize future budgets, keeping in mind other revenue sources such as grants.

Data Governance and Transparency:

Enhance privacy measures, digitize records, and provide resources like data asset inventory templates to improve transparency, while considering the impact of AI and legislative impacts.

Resiliency:

Focus on best practices for business & technology continuity, modernizing vendor management & procurement processes and adopting customer-centric approaches for cloud technologies.

Innovation for Local Government:

Enhance services and constituent-benefiting capabilities through the adoption of emerging technologies like Generative AI, drones, autonomous vehicles, eVTOLS, AIOps, IoT sensors, VR/AR and other innovative solutions in local governance.

Rural and Smaller County Technology Support:

Provide tailored resources, such as an IT handbook and security solutions, such as assessments and pilots, to address
unique challenged faced by smaller counties.

Digital Equity:

Ensure that all members of the community have inclusive and affordable access to digital resources and connectivity.

Strategic Partnerships:

Cultivate collaborations with internal and external stakeholders including universities, nonprofits and regional entities to drive innovation.

2025 Predictions from the NACo Technology Advisory Council:

Patrick Bresnahan | GIO, Richland County, S.C.

- The first eVTOL "Air Taxi" platform will be certified by the FAA

- Drones: aerial platforms will escalate conflict, public hysteria, and grow as a political football…all within a backdrop of increased use and productivity benefiting local government operations

- Technology and physical security will be tested, particularly at the local level, by foreign adversaries more than we have seen in decades

- Nefarious use of AI in social media and spoofing of government communications will result in the chaos that is intended by the originators and counties will see negative impacts to transparency and citizen engagement driven by such platforms

- More local government senior professionals will retire than in previous years

- The war on shadow technology will pass the mean on the normal curve

John Regula | CIO, Bucks County Pa.

- The NACo Technology Innovation Forum (formerly CIO forum) will have record attendance

- Counties will gather in Philadelphia in July 2025 to kick off America's semiquincentennial birthday celebration. (AKA bisesquicentennial, sestercentennial, or Quarter Millennial)

- The new Outlook, required in February 2025, will cause widespread panic among Outlook classic users

- 2025 will be the year of human v. machine. Wherein autonomous, semi-autonomous machines; generative AI; and RPA tools will absolutely challenge current human-powered work productivity

Jennifer Henderson | Treasurer, CCT, CIO, Schleicher County Texas

- AI will help streamline payroll and HR functions (no more duplicative entries across systems)

- Smart devices are going to be a bigger part of office management

- Vendor payment scams are going to change how counties manage AP, such as using vendor vetting services and using more ACH payments.

Peter Crary | Senior Manager of Technology Services Texas Association of Counties

- People and corporations will start to ease on the idea of allowing AI to make decisions. Their evidence will be something as mundane as the strike zone in base ball or instant replay in any sport. The consequence of this is more automated decisions will be utilized.

- Most AI products in the near future will be complete garbage and either based on existing AI engines or not AI at all. Eventually there will be a consolidation of the market.

- Bad actors will start to exploit the decision-making AI engines. In response, rather than roll back AI in decision making, corporations will double down on it arguing that more AI will combat the bad actors.

- Most autonomous machinery will be introduced as others have suggested like air taxis. This will result in initial fears but eventual complacency of AI in making decisions and fuel my first comment.

- At a local government level, there will be a very mixed reaction (as we are already seeing). People will either completely embrace or ignore AI. I suspect there will be very few that are in between or indifferent. AI will help local government but will also put them at the mercy of tech companies and IT administrators.

- It won't be long before AI will be seen as critical technology and treated in the same urgency as phone, power, or internet services.