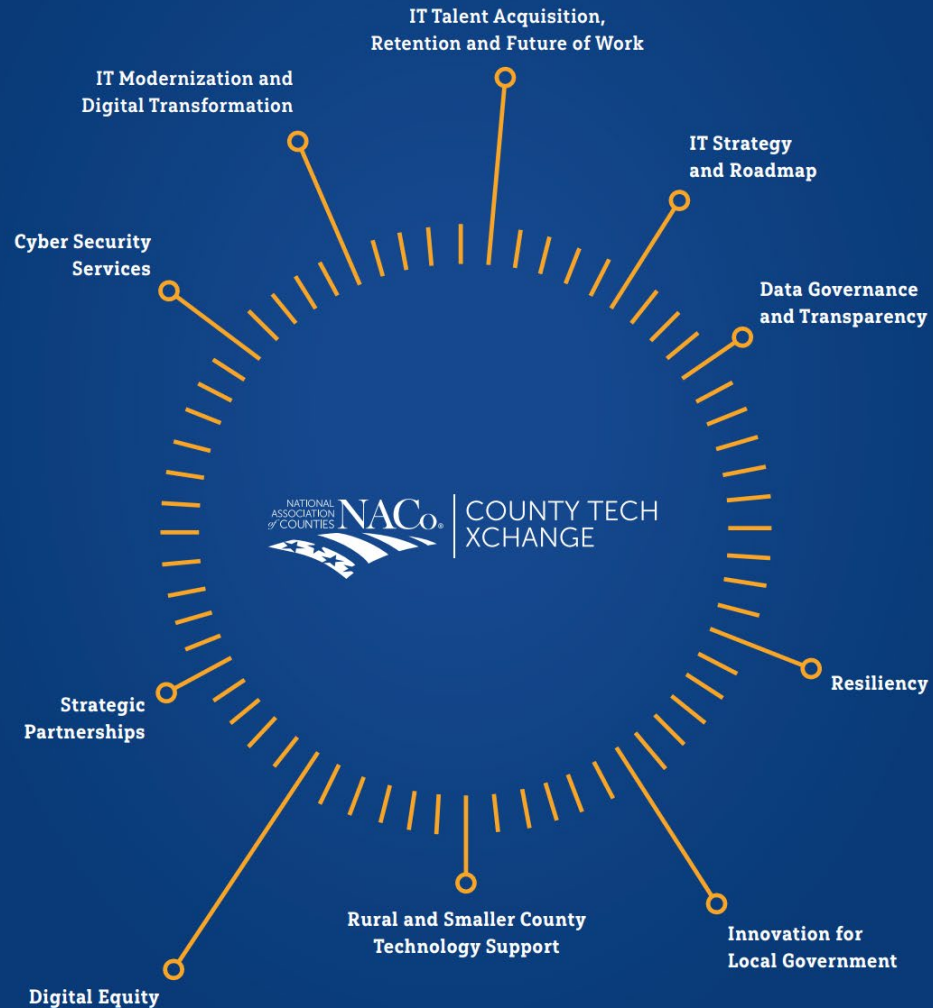


NACo Technology Priorities for 2025



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>



NACo 2025 Technology Priorities and the NACo Tech Xchange



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 legacy 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 challenges 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 NACo

TECH XCHANGE SUBSCRIPTION

The NACo County Tech Xchange offers a range of benefits to county IT leaders, including discussion forums, online technology resources, policy and job description templates, and advanced training on emerging topics. A basic subscription is free to all NACo members, while an Unlimited subscription provides access to focus groups, additional resources and advanced training.

Who Should Join? County IT Leaders, Commissioners, Elected Officials, or others responsible for the county technology infrastructure.

MetroLab AI Resources



GenAI for Local Governments: Community Engagement Guidance

A MetroLab Network Guide



AI Research Needs in the Service of Local Government Frameworks and Use Cases

A Call to the Research Community



GenAI for Local Governments: Cybersecurity and Privacy Concerns

A MetroLab Network White Paper

Research Questions from Local Governments

Establishing and Sustaining Trust in AI-Optimized Services Provided by Local Government

- What are potential pillars to a comprehensive measurement framework (from the outset) to gauge both the effectiveness and potential harm of AI solutions?
- What are the potential impacts on the local government workforce? What are key indicators that can help track workforce needs for training effectiveness?

Enhancing Open Data and 311 Operations

- What existing case studies or examples focus on the assessment process of AI systems for accuracy, and what diverse approaches have groups or individuals employed?
- In the context of 311 systems, how might residents potentially abuse the system to manipulate AI functionality?
- Could AI inadvertently generate or hallucinate false problem areas in a city based on inaccurate interpretation of 311 data? What are the potential implications of such an issue on a city's operations?

Research Questions from Local Governments

Revolutionizing Community Engagement with GenAI

- How is the general public presently leveraging GenAI technology? Any specific references to engaging the government would be helpful.
- What are the common community concerns about general use of GenAI, pertaining to safety, reliability, quality of output or other factors?

Addressing Cybersecurity and Privacy Concerns

- What scenarios surround the various risks posed by GenAI with respect to cybersecurity, both in the near-term and long-term?
- How do local governments inadvertently introduce vulnerabilities through their own utilization of AI?

Questions for the Room

Question 1:

Who at your agency/department is working on AI policy?

Question 2:

Is there a mismatch between desired use and current use?

Questions for the Room

Question 3:

How can the research community support furthering innovative use cases (and in an ethical way)?

Question 4:

How do you build a strategy to use AI tools for a known use case? How do you bring it to scale?

Questions for the Room

Question 5:

How can data scale to meet this moment?