

PUBLIC SECTOR

21st century government: big challenges (and hidden opportunities)

Hit hard by the financial crisis of 2008, state and local governments have made great strides in recovering and have managed to shrink gaps in funding and mitigate the effects of budget shortfalls. But as government leader and decision maker, you're facing new pressures—both internal and external—that are forcing you to seek out innovative solutions, particularly in these four areas:

- The government workforce
- Infrastructure
- Back-end technology
- Citizen experience and expectations

While each of these areas offer complicated challenges, they also give governments an opportunity to leap forward, providing government workers and constituents alike new ways of relating to officials, agencies, and institutions.

Applying the right software and systems is critical. This can help you shore up or replace aging infrastructure, and modernize the back-end systems that power many government initiatives. Citizens will also reap the rewards, discovering new ways of interacting and accessing needed services.

Navigating a rapidly changing workforce

If you're in human resources, you know that recruitment and retention are two important topics for today's state and local governments.

The Infor advantage

By partnering with Infor, you can meet these challenges and address the needs of the 21st century government. With our purpose-built, flexible software solutions, you'll simplify the business of managing government, whether it's improving asset management, boosting worker productivity, or improving the citizen experience.

A wave of experienced workers is retiring, and this trend is likely to accelerate. As these individuals leave, they take important institutional knowledge and critical skill sets with them.

Millennials also present a government HR problem. Facing competition from the private sector, you're finding it hard to lure them away from persistent recruiters, a higher starting wage, and less hierarchical structure. And there's the ever-present risk that you'll hire a worker who turns out to be "a bad fit" or will leave as soon as they are presented with a better offer.

Now, you can employ sophisticated technology to automatically identify candidates that not only fit the specific needs of the open requisition, but also align with the broader culture of the agency or department.

Overcoming infrastructure challenges

It's no longer enough to respond only when an asset needs a critical safety repair or when a citizen complains—you need to find a way to intelligently maintain all the infrastructure under your control.

Constituents expect their government to repair, restore, or replace key assets, but you often don't have the visibility into the elements that you need to manage.

As these assets move through their useful lifecycle, you must contend with legacy stove-piped or piecemeal solutions. Safety and availability are a constant concern. And, of course, all of this is set against a backdrop of static or shrinking budgets, limited personnel, and tighter schedules.

Struggling with back-end systems

While the scare of Y2K is almost two decades in the past, those systems that were replaced at the turn of the century are aging and starting to present challenges concerning upkeep, skill sets, repair, and functionality.

Without modernizing these systems, you're left with an increasing number of data silos, which hurt agency and departmental efficiency.

“
If cloud is part of your migration plan, start planning early. Engage Infor on the tools they have available to support a smooth transition process.”

Jim Ollerton

Director of Information Technology,
Elsinore Valley Municipal Water District

Infor solutions to explore

Infor Talent Science

Put the right people in the right positions to achieve your objectives.

Infor EAM

Improve capital asset management in ways that increase reliability, enhance predictive maintenance, ensure regulatory compliance, reduce energy usage, and support sustainability initiatives.

Infor CloudSuite Public Sector

Reduce IT upgrade and maintenance costs, easily manage budgets, payroll and assets, and deliver better citizen services.

Birst: Business Intelligence Platform

Achieve a new level of trusted insight and decision making by connecting centralized and decentralized teams and applications via a network of analytics services.

It's harder for workers to do their jobs with information locked inside various systems. Managing these disparate sets of data also takes time and effort—you didn't get into public service to be a database administrator. If you can't figure out a way for data to flow more freely, you'll never get to experiment with new applications and innovative systems that you and your colleagues need to better serve constituents.

Why Infor

State and local governments are tasked with providing for the needs of citizens, maintaining critical infrastructure and assets, all while providing constituent services of all types.

Built to support your employees, citizens and infrastructure, Infor Public Sector addresses the changing needs of government with flexible, scalable industry-focused solutions proven at more than 4,100 global public sector organizations.

To learn more visit:

[Infor state and local government](#)



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Infor builds business software for specific industries in the cloud. With 15,000 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.

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