



2025 Radar

Cathilea Robinett, CEO  
e.Republic

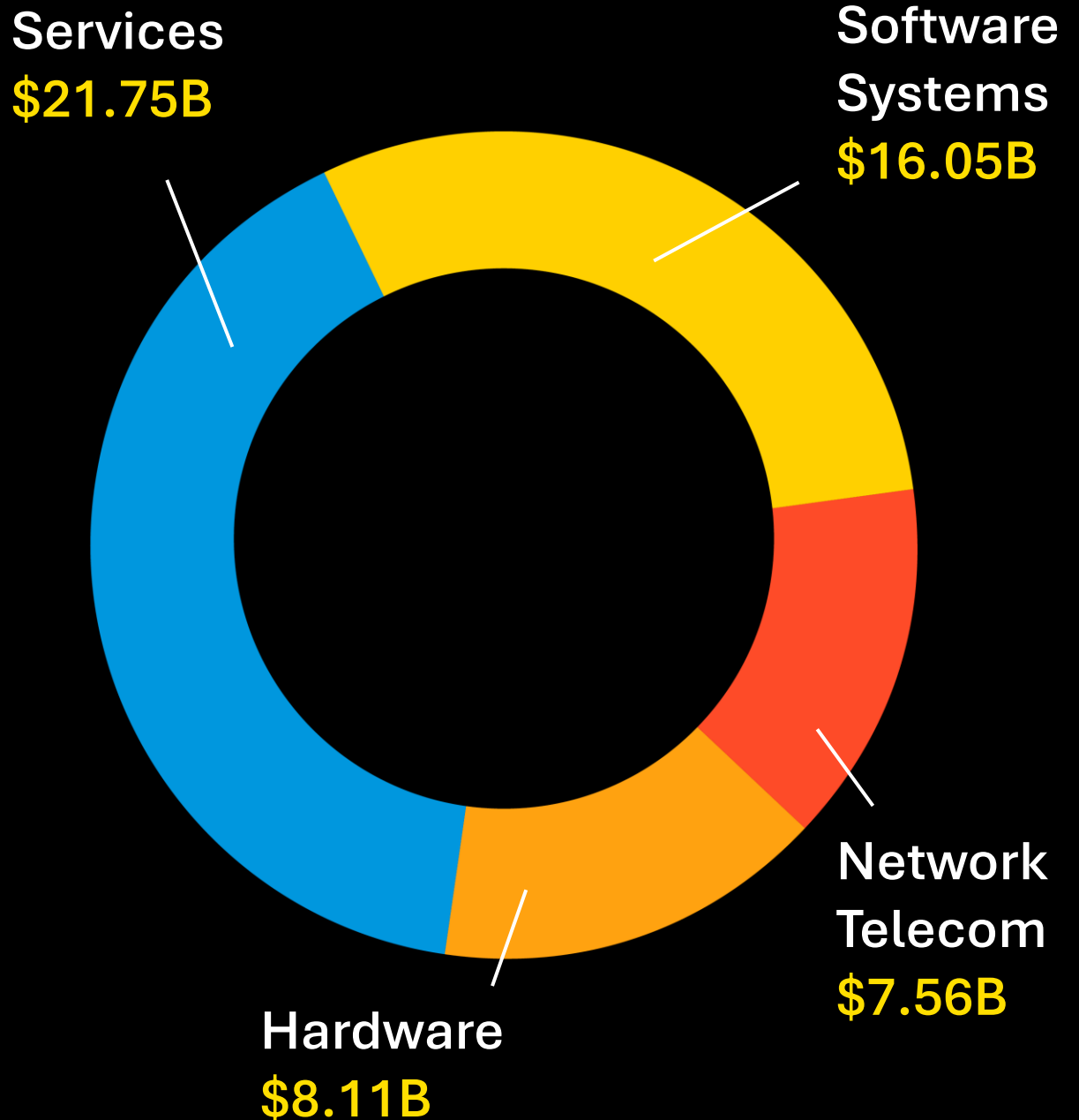






# Key Trends Coming Off of 2024

- Services dominated procurements at, representing 41% of public opportunities – led by consulting, managed services, and cloud.
- Software Systems followed at 30%-specifically, around data management and security
- Hardware (15%) and Network/Telecom (14%) round out the picture.





## Immediate

- ↑ AI/ML-Based Data Insights
- ↑ Managed Service Delivery
- ↑ Data Compliance & Privacy
- ↑ Generative AI/BYOA
- Technical Debt/Infrastructure Modernization
- Development Augmentation
- Workforce Augmentation

## 5+ Years

- Government-as-an-API
- Web3 Infrastructure
- NEW** Edge AI/Compute Resources
- NEW** Autonomous Fleet Use Cases
- NEW** Autonomous AI Agents
- NEW** Satellite/Space-based Applications

5+ years

2-5 years

1-2 years

Immediate

## 1-2 Years

- ↑ AI-Driven Workflows
- ↑ Data Science As-a-Service
- ↑ Contextual & Personalized Delivery
- Broadband & Connectivity
- Full Experience Modernization
- Identity & Access Management Modernization

## 2-5 Years

- ↑ Digital Twins
- ↑ Quantum Computing
- ↑ Extended Reality
- Identity Wallets
- IoT Service Enablement
- Software-Based Roles
- NEW** Fractional Roles

### KEY

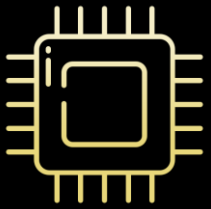
- ↑ Accelerated for 2024
- Unchanged for 2024

2025



CENTER FOR  
**DIGITAL**  
GOVERNMENT

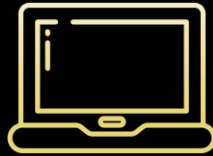
# Radar *Domains*



**AI &  
Automation**



**Cybersecurity  
& Identity  
Management**



**Digital Services  
& Citizen  
Engagement**



**Public Safety  
& Emergency  
Management**



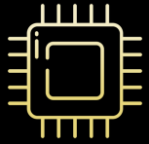
**Infrastructure  
& Workforce  
Modernization**

A target graphic with concentric circles and a radial scale. The target consists of four concentric circles. The innermost circle is a solid yellow circle. The next two circles are thin yellow lines. The outermost circle is a thin orange line. A radial scale is visible on the right side of the target, with tick marks of varying lengths. The background is a dark olive green with a subtle vertical gradient.


Immediate



## Immediate (0-1 years)



### AI & Automation

- NEW AI Orchestration & Governance
- NEW Guided AI Agents
- NEW Multiple Model AI Models
-  AI-Driven Workflows
- Generative AI (BYOAI)
- AI-Enhanced Decision Intelligence (Previously AI/ML Data Insights)



### Cybersecurity & Identity Management

- NEW AI-Driven Security & Cyber Resilience
- NEW Passwordless Authentication
- NEW Zero Trust & Whole of State Cybersecurity Approaches
- Data Compliance & Privacy





## Immediate (0-1 years)



### Digital Services & Citizen Engagement

- Managed Service Delivery
- 🚀 Contextual & Personalized Digital Services



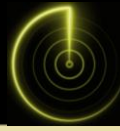
### Public Safety & Emergency Management

- NEW AI-Enabled Emergency Response Systems
- NEW AI-Driven Public Safety Analytics
- NEW NG911



### Infrastructure & Workforce Modernization

- Technical Debt/Infrastructure Modernization
- Development & Workforce Augmentation



## Immediate (0-1 years)



### AI Orchestration & Governance

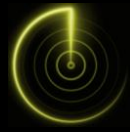
- **Data & Records Management** – Policies for data collection, storage, retention, privacy, and compliance with legal regulations
- **Ethical AI & Accountability** – AI fairness, transparency, oversight, bias monitoring, and auditability
- **Regulatory Compliance & Security** – Adherence to legal requirements, cybersecurity protocols, and risk management
- **Interagency Collaboration** – Cross-agency data sharing, resource alignment, and AI standardization
- **Public Engagement & Transparency** – AI policy disclosure, citizen involvement, and governance oversight



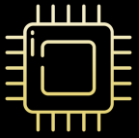
A target graphic with concentric circles and a radial scale. The target has a central bullseye, followed by two more concentric circles. A radial scale is visible on the left side, with markings indicating time intervals. The text "1-2 Years" is positioned to the left of the target, aligned with the first concentric circle.

1-2 Years





# 1-2 Years



## AI & Automation

- **NEW** Autonomous AI Agents
- **NEW** New GenAI Architectures (Post-GPT, Small Models)
- Data Science as a Service



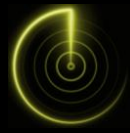
## Digital Services & Citizen Engagement

- Full Experience Modernization
- Broadband & Connectivity



## Cybersecurity & Identity Management

- **NEW** Decentralized Identity & Self-Sovereign Identity
- **NEW** Autonomous End-Point Management
- **NEW** Post-Quantum Encryption
- Identity & Access Management Modernization



1-2 Years




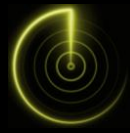
## Public Safety & Emergency Management

- NEW IoT-Enabled Public Safety Infrastructure
- NEW AI Predictive Policing
- NEW Semi-Autonomous Drones for Public Safety



## Infrastructure & Workforce Modernization

- NEW System of Record Modernization
-  Digital Twins for Government Planning



1-2 Years



## Post-Quantum Encryption

- **Data Protection & Encryption** – Transition to quantum-resistant encryption to safeguard sensitive government data
- **Regulatory Compliance & Security** – Adherence to emerging federal and industry standards for post-quantum encryption
- **Risk Assessment & Migration Planning** – Evaluation of existing encryption systems and phased implementation of quantum-safe algorithms
- **Interagency Coordination** – Collaboration between state, local, and federal agencies to align encryption strategies and best practices
- **Public Infrastructure & Service Security** – Ensuring resilience of critical systems (e.g., public records, identity management, transportation networks) against quantum threats

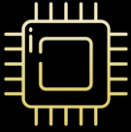


A circular gauge with concentric rings and a needle pointing to the 2-5 Years mark. The gauge has a dark green background with a lighter green circular area in the center. The outermost ring is a thin orange line. Inside it is a thick yellow ring. The center is a dark green circle. A needle points from the center to the 2-5 Years mark on the outer ring. The text "2-5 Years" is written in white on the left side of the gauge.

2-5 Years



## 2-5 Years



### AI & Automation

- **NEW** AI-enabled Decision Support Systems
- **NEW** AI-enabled Public Sector Services
- **NEW** Agent-to-Agent Interfacing



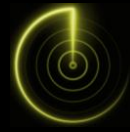
### Digital Services & Citizen Engagement

- Identity Wallets
- Software-Based Government Roles
- Fractional Roles in Government
- **NEW** Disinformation Security



### Cybersecurity & Identity Management

- **NEW** Automated/AI Cross-Agency Incident Reporting



2-5 Years



## Public Safety & Emergency Management

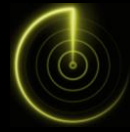
- **NEW** Fully Autonomous Drone Response
- **NEW** Agentic Emergency Operations Centers (EOCs)



## Infrastructure & Workforce Modernization

- IoT Service Enablement
- Extended Reality / Spatial Computing

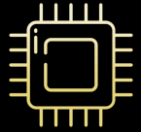




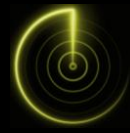
2-5 Years

## Disinformation Security

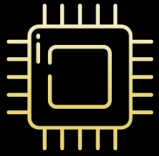
- **AI-Powered Threat Detection** – Machine learning models identify and flag false narratives, deepfakes, and AI-generated misinformation.
- **Fact-Verification & Source Validation** – Systems cross-check information against authoritative sources in real-time.
- **Disinformation Monitoring & Response** – Automated tracking of disinformation campaigns targeting elections or emergency response.
- **Public Awareness & Digital Literacy** – Government-led initiatives to educate the public on identifying false information.
- **Regulatory & Policy Frameworks** – Standards and laws to hold platforms and bad actors accountable for the spread of false information.



5+ Years



5+ Years



## AI & Automation

- NEW Autonomous AI Decision Support Systems



## Cybersecurity & Infrastructure

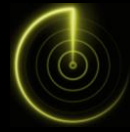
- Edge AI/Compute Resources
- Web3 Infrastructure



## Digital Services & Citizen Engagement

- NEW Next-Generation Connectivity (6G)
- Government-as-an-API





5+ Years



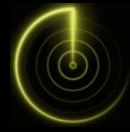
## Public Safety & Emergency Management

- Autonomous Fleet Use Cases
- Satellite/Space-Based Applications



## Infrastructure & Workforce Modernization

- **NEW** AI Managed Smart City Infrastructure
- **NEW** Robotics / Polyfunctional Robots
- **NEW** Quantum Compute



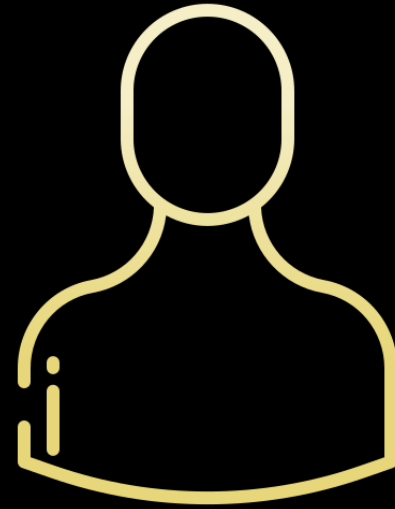
5+ Years

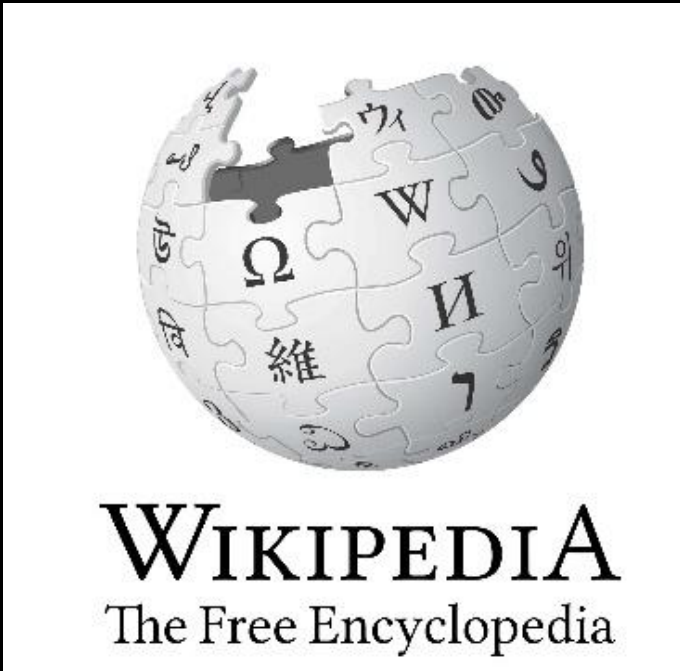


## Next-Generation Connectivity (6G)

- **Terahertz (THz) Spectrum** – Enables 100x faster speeds than 5G for real-time data exchange, with wireless speeds up to 1 terabyte per second.
- **AI-Optimized Networks** – Autonomous self-healing and adaptive network performance.
- **Massive IoT & Smart Infrastructure** – Seamless connectivity for billions of devices in smart cities, transportation, and energy grids.
- **Integrated Sensing & Communication** – 6G networks will also serve as environmental sensors, improving applications like precision navigation and public safety.

# The Agentic Era Has Arrived

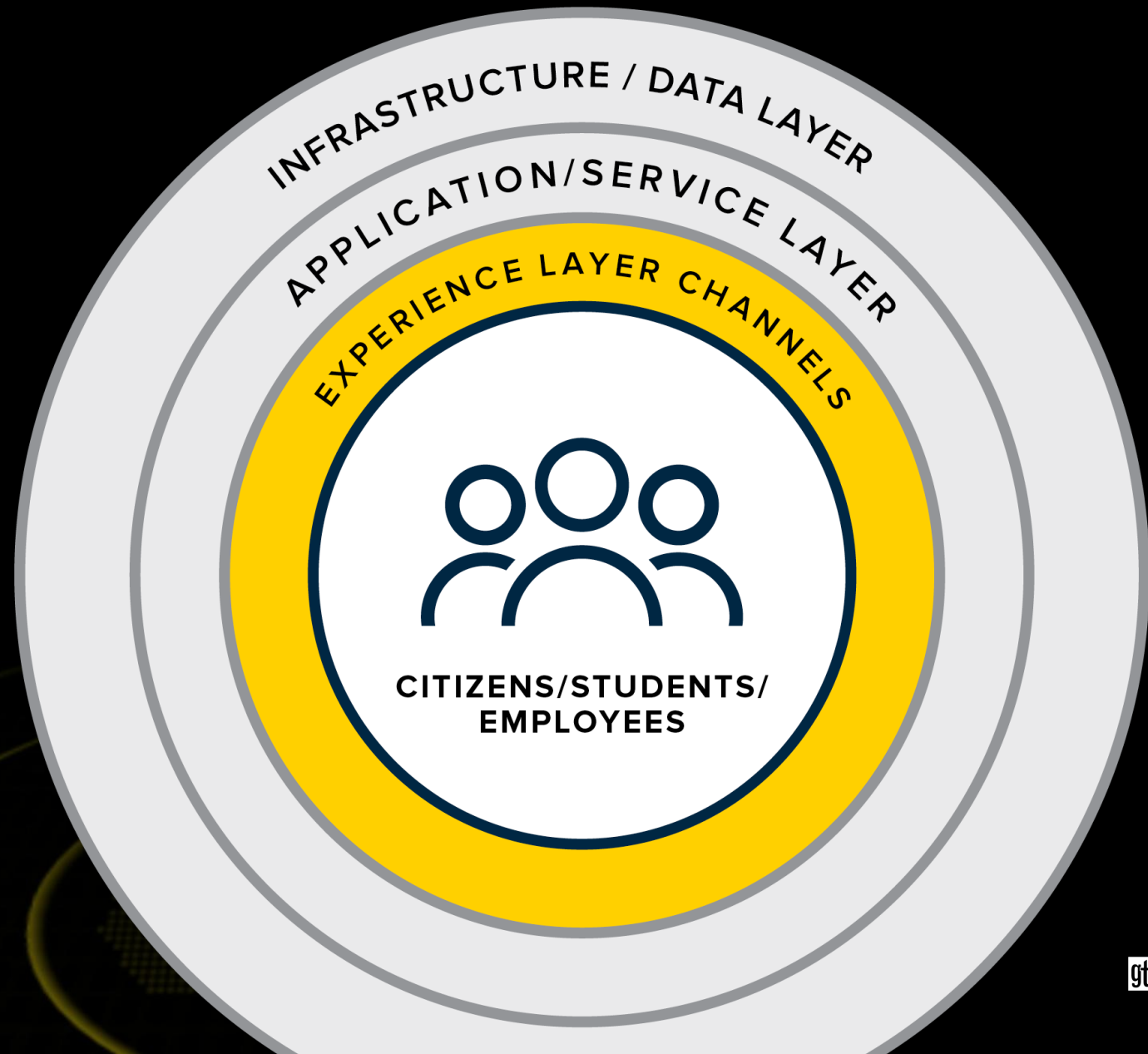




**Agentic AI** is a class of artificial intelligence that focuses on autonomous systems that can make decisions and perform tasks without human intervention.



Experience has  
been a critical  
focus for  
agencies...



But the  
government  
experience is  
rapidly being  
abstracted and  
displaced  
by AI...




# Operator




What can I help you do?




 Dining & Events

 Delivery


 Local Services

 Shopping

 Travel

 >

Book a table for 2 at a romantic French bistro tomorrow night at 8PM

 OpenTable

Suggest a 30 minute meal with chicken that has at least 4.5 stars

 Allrecipes

Find 2 tickets for the next concert at The Sphere

 StubHub



Home



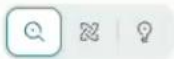
Discover



Spaces

# perplexity

Ask anything. Type @ for mentions and / for shortcuts.

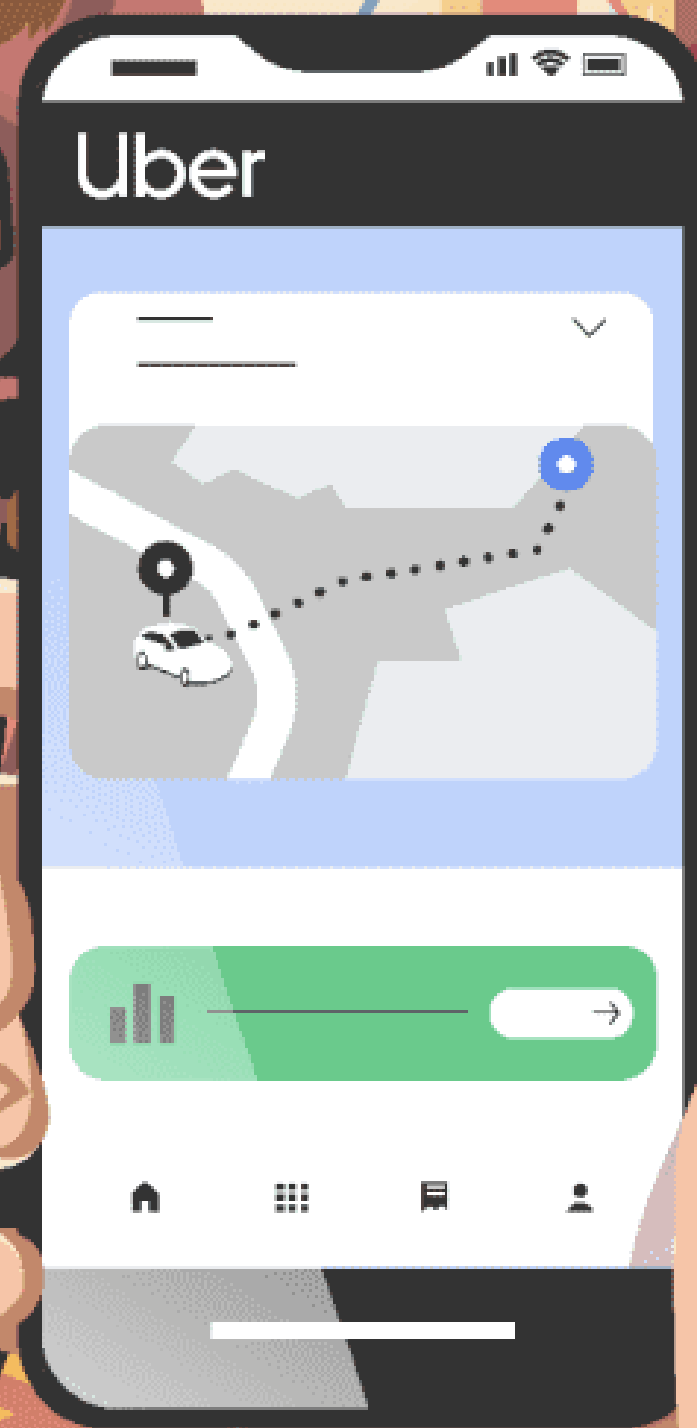




# **Early Signs Show AI Can Transform Internal & External Government Experiences**

**In 2008, you wouldn't have trusted a stranger to pick you up at the airport at 1AM and drive you home.**

Starting In 2009...



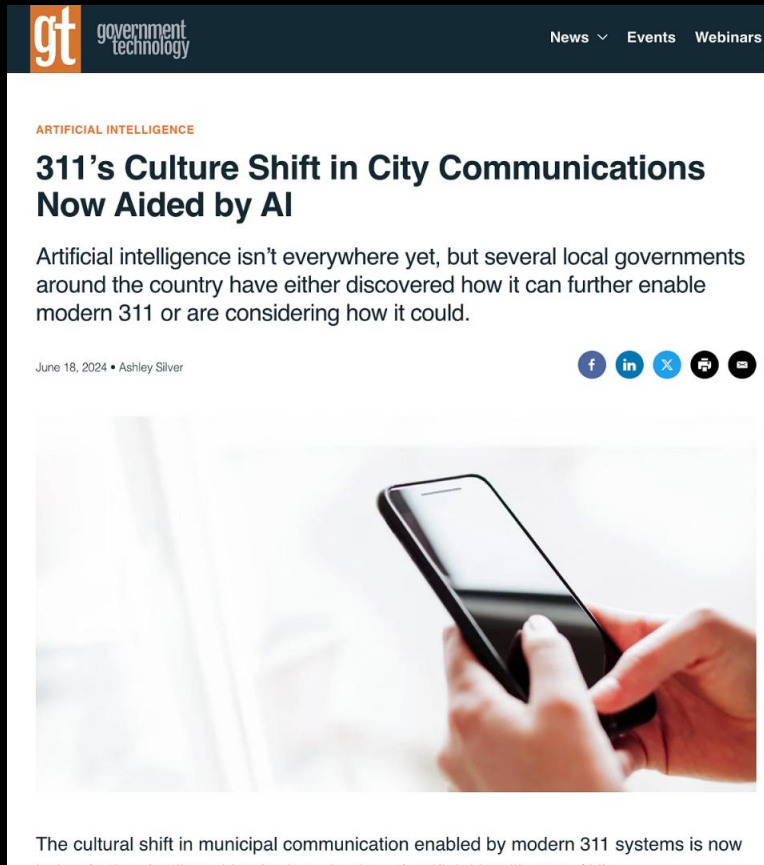
**In 2018, you wouldn't have trusted  
a cab without a driver (and you  
may still not).**



# 2019 Waymo Safety Drivers Were Removed



# Case Study – Denver, CO



## What they did:

Launched multilingual GenAI chatbot in 311 system.

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## Impact:

Supports 72 languages, reduces call center load, provides 24/7 service

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## Learn more:

[GovTech, Feb 2024 – "Denver Deploys Chatbot for 311 and City Services"](#)

# Case Study – Indiana/Ohio

## What they did:

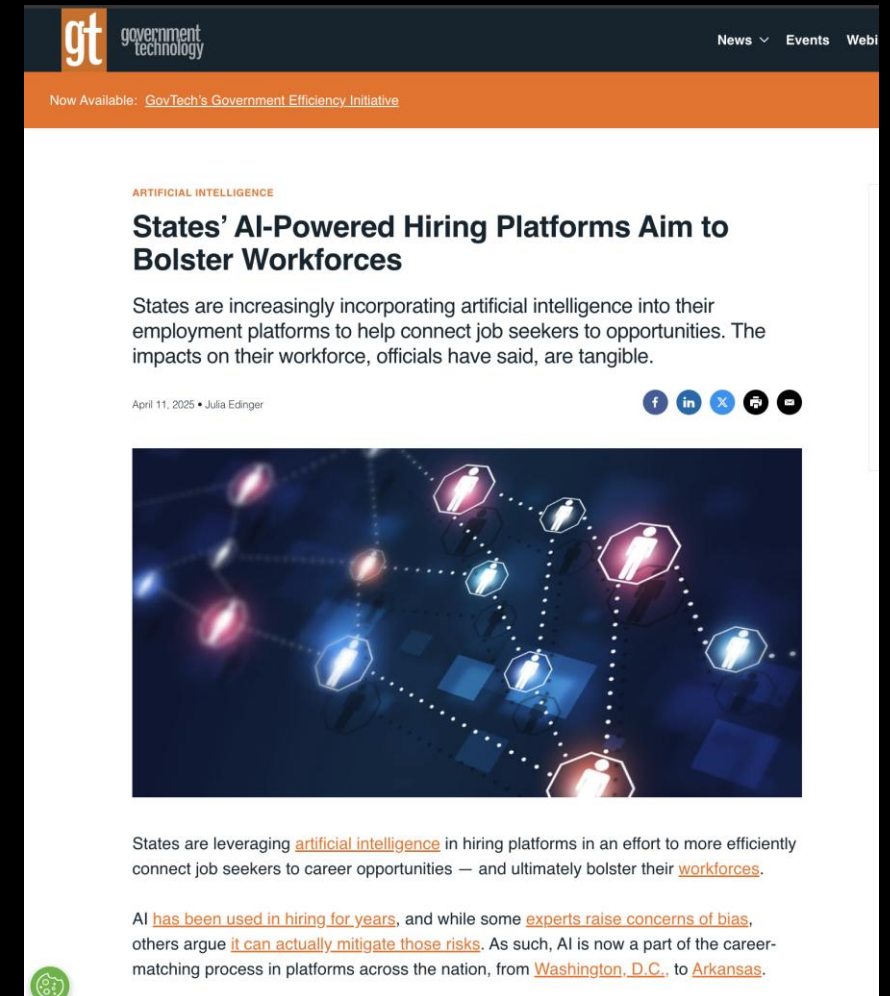
States like Indiana and Ohio launched AI-powered hiring platforms to streamline public sector recruitment.

## Impact:

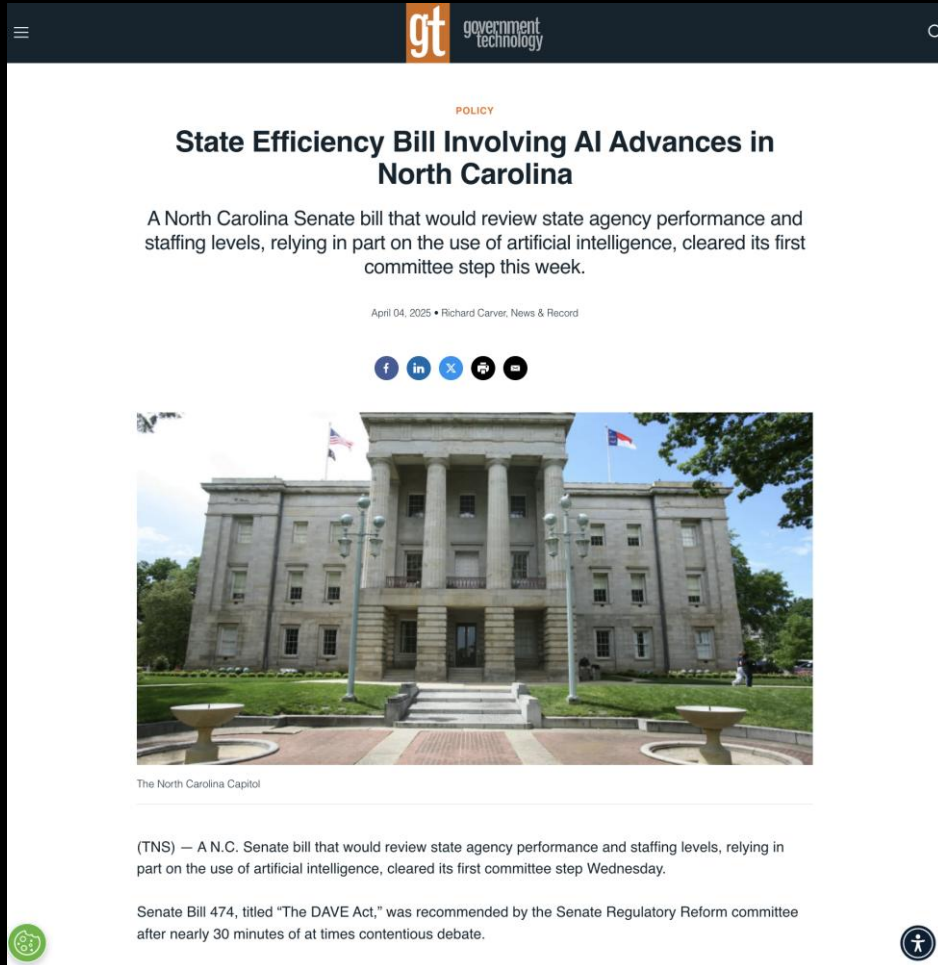
These platforms improved candidate matching and sped up hiring, helping address critical workforce shortages.

## Learn more:

[States' AI-Powered Hiring Platforms Aim to Bolster Workforces](#)



# Case Study – North Carolina



## What they did:

North Carolina advanced a state efficiency bill that promotes the use of AI and data analytics to streamline government operations and reduce redundancy.

## Impact:

The bill sets a foundation for long-term AI integration across state agencies, aiming to improve service delivery and operational efficiency.

## Learn more:

[State Efficiency Bill Involving AI Advances in North Carolina](#)



# Case Study – Pennsylvania

## What they did:

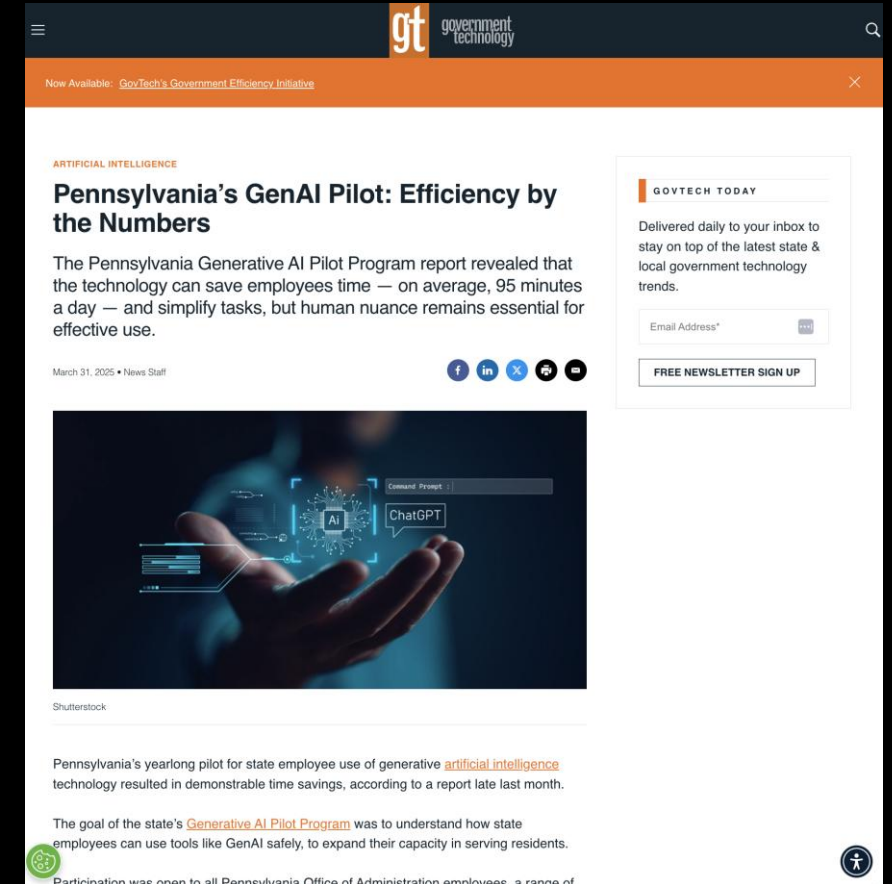
Pennsylvania launched a Generative AI pilot to automate tasks like summarizing regulations and drafting emails across state agencies.

## Impact:

The pilot saved over 1,200 staff hours in its first three months, highlighting AI's potential to improve efficiency and reduce manual workload.

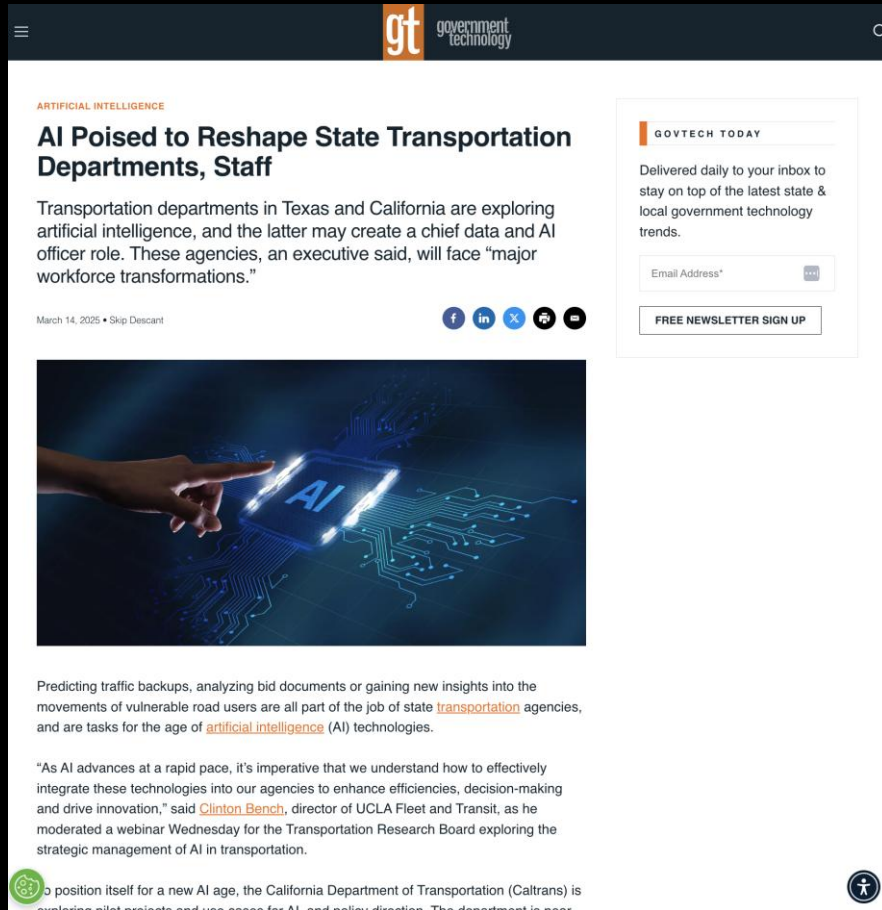
## Learn more:

[Pennsylvania's GenAI Pilot: Efficiency by the Numbers](#)





# Case Study – Transportation



The screenshot shows a webpage from 'gt government technology'. The main article is titled 'AI Poised to Reshape State Transportation Departments, Staff' under the 'ARTIFICIAL INTELLIGENCE' category. The text states that transportation departments in Texas and California are exploring AI, with the latter considering a chief data and AI officer role. A sidebar on the right promotes a 'GOVTECH TODAY' newsletter. The article includes a date of March 14, 2025, social media sharing icons, and a featured image of a hand pointing at a glowing 'AI' chip. The bottom of the article mentions the California Department of Transportation (Caltrans) exploring pilot projects for AI.

**ARTIFICIAL INTELLIGENCE**

## AI Poised to Reshape State Transportation Departments, Staff

Transportation departments in Texas and California are exploring artificial intelligence, and the latter may create a chief data and AI officer role. These agencies, an executive said, will face “major workforce transformations.”

March 14, 2025 • Skip Descant

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Predicting traffic backups, analyzing bid documents or gaining new insights into the movements of vulnerable road users are all part of the job of state [transportation](#) agencies, and are tasks for the age of [artificial intelligence](#) (AI) technologies.

“As AI advances at a rapid pace, it’s imperative that we understand how to effectively integrate these technologies into our agencies to enhance efficiencies, decision-making and drive innovation,” said [Clinton Bench](#), director of UCLA Fleet and Transit, as he moderated a webinar Wednesday for the Transportation Research Board exploring the strategic management of AI in transportation.

position itself for a new AI age, the California Department of Transportation (Caltrans) is exploring pilot projects and use cases for AI and policy direction. The department is near

## What they did:

State transportation departments began exploring AI tools to support workforce needs, focusing on automating repetitive tasks and enhancing decision-making.

## Impact:

AI adoption is expected to offset staffing shortages, improve operational efficiency, and enable staff to focus on higher-value work.

## Learn more:

[AI Poised to Reshape State Transportation Departments, Staff](#)

# Case Study – Cary, NC

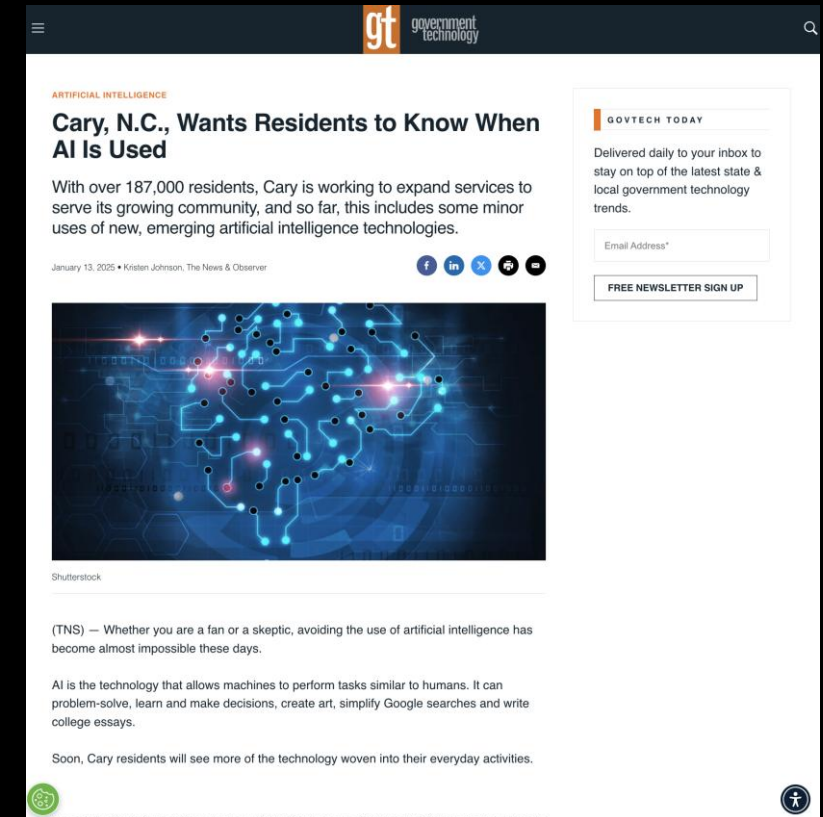
**What they did:** Cary, North Carolina implemented an AI transparency policy requiring residents to be informed when AI is used in government services.

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**Impact:** The policy promotes public trust and accountability by clearly disclosing AI use, setting a precedent for ethical AI governance at the local level.

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**Learn more:** [Cary, N.C., Wants Residents to Know When AI Is Used](#)



# 2025 Opportunities



- Cloud, SaaS-based Applications, and Managed Services are showing strongest opportunity values.
- Enterprise AI Platforms and Governance will rapidly grow and create new opportunities across multiple domains (i.e., cybersecurity, data management, etc.)
- Integrated security solutions (both hardware and software) will remain strong focuses.

# 2025 Opportunities



- Digital transformation initiatives and System of Record (SoR) modernization will grow through 2026, with procurements emerging now.
- Workforce augmentation and adaptation tools will remain critical.
- Government Experience will continue to evolve – Embrace it fast!!







# Thank you.

Cathilea Robinett, CEO  
e.Republic