



# Solutions for state and local agencies' top IT priorities

Driving efficiency, security and digital services  
with intelligent content solutions



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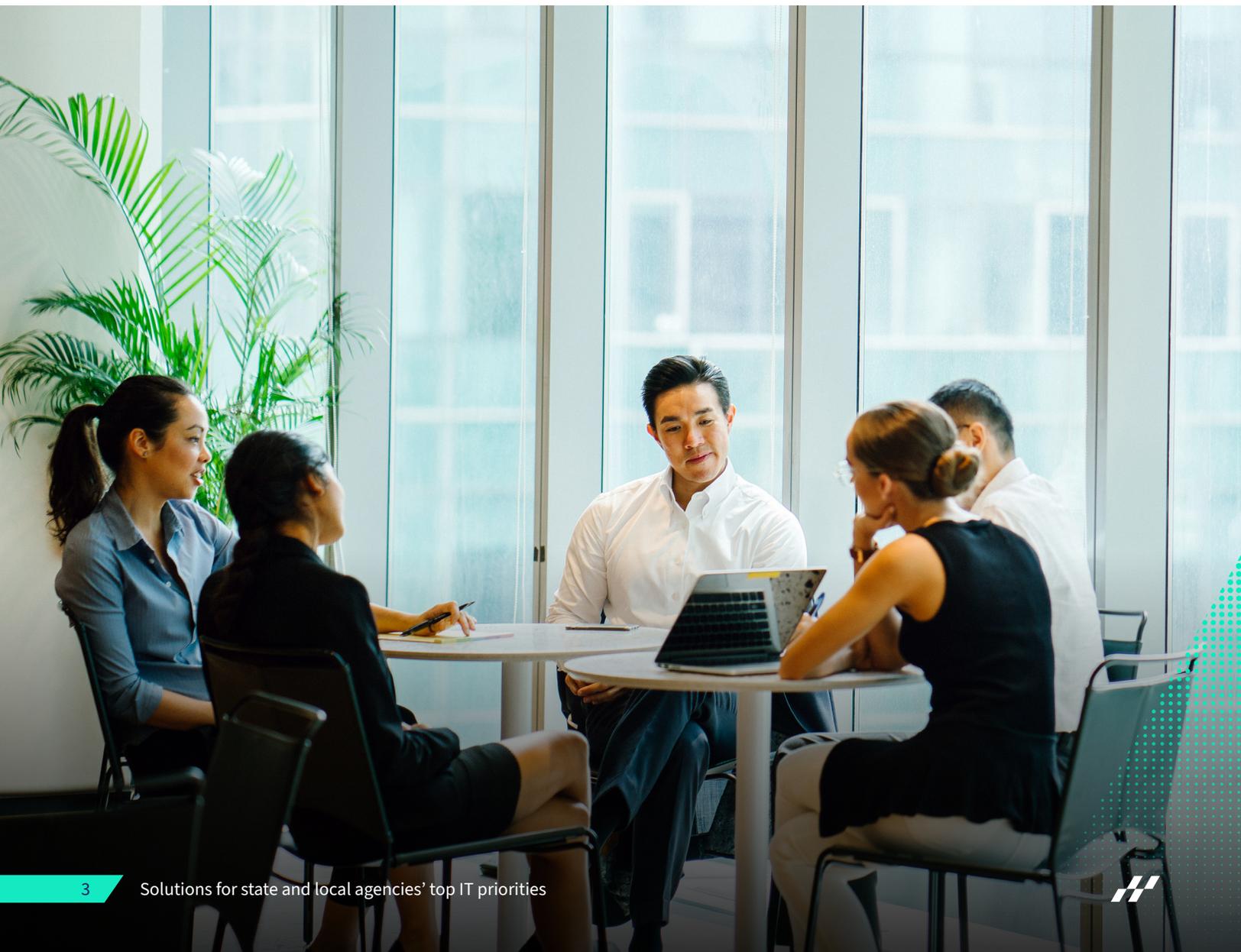
# Introduction

In today's digital-first society, state and local government leaders must modernize service delivery to better accommodate evolving staff and citizen expectations. This means prioritizing modernization at every level of the agency.

To help government hone in on where to focus, the National Association of State Chief Information Officers (NASCIO) releases a list of [top priorities for state CIOs](#). In 2025, cybersecurity and risk management tops the list. Digital government services, legacy modernization, workforce changes, artificial intelligence and cloud services are some of the other key initiatives NASCIO lists as critical.

Most government IT leaders already know the importance of transforming operations, but the scale and complexity of agency work can make finding a viable solution a daunting task.

This e-book explores how intelligent content solutions can help CIOs innovate boldly, automate seamlessly and effortlessly streamline operations.



## Intelligent content solutions

Hyland's intelligent content solutions connect all types of content and data within the systems and processes you use every day. Hyland empowers agencies with:

- **Content capture and processing:** Use AI to ingest incoming information, no matter it's source, and make it accessible and usable.
- **Case management:** Effectively manage cases and make better business decisions by managing data relationships, documents and processes on a single platform.
- **Content and document management:** Modernize how content is organized, accessed and used so your agency can deliver better, faster services.
- **AI-powered process automation:** Make your business processes better, not faster, with intelligent automation that connects information across core agency systems and workflows.
- **End-to-end solutions:** Leverage intelligence and value in your content across its entire life cycle by connecting it to the systems where it makes the most impact.
- **Secure data governance:** Meet the strictest content compliance obligations while protecting against data loss and cybersecurity risks.
- **Cloud-native content storage:** Manage your content in the cloud for maximum scalability, security, compliance and data accuracy.

The tools to accomplish better delivery of services and raise levels of citizen experience are an essential part of any modernization plan — and they're readily available with intelligent content solutions.



# Cybersecurity

*Governance, budget and resource requirements, security frameworks, data protection, training and awareness, insider threats, third-party risk*

Cybersecurity continues to be THE top priority for CIOs for the last decade. Why? Cyber threats are growing in frequency and sophistication. Security enhancement tools that safeguard critical infrastructure are ever more essential for maintaining data privacy and preserving the public's trust in government.

These tools can provide continuous network monitoring, vulnerability identification and rapid incident response, reducing the likelihood and damage of data breaches. If a breach does occur, digital forensics tools aid in incident investigation, evidence collection and legal proceedings.

Intelligent content solutions offer comprehensive information management and security features that can keep you a step ahead of bad actors. Featuring encryption, access controls, audit trails and secure document sharing, Hyland ensures the confidentiality, integrity and availability of government data. As a result, agencies can streamline information management processes while maintaining a robust security posture throughout the data life cycle.



of state CIOs adopted a cybersecurity strategic plan in 2023.<sup>1</sup>

## Embrace zero trust with Hyland Alfresco

Alfresco addresses the most stringent cybersecurity requirements and ensures compliance with federal mandates. It can operate in both classified and nonclassified infrastructures, offering a comprehensive solution for your agency's security needs. Discover why Alfresco is the only open source product certified to DoD 5015.02 and DoD 5015.03 standards for records management.



We wanted an open source solution that integrated readily with our existing case management system. Alfresco fit the bill and also met the Department of Defense's standards for open source and document management systems, which was a bonus.

**Karl Kosydar**

IT Manager, Multnomah County, Oregon

[!\[\]\(0fb13ad0bfa3d86868cdd3883e5665b3\_img.jpg\) Read the full story.](#)



# AI, machine learning and RPA

*Adoption, delivery of state services, bots, digital assistants, citizen interaction, policy*

Government processes are notorious for requiring multiple documents, signatures, approvals and reviews, sometimes for even the simplest request. These laborious processes are ideal candidates for intelligent automation, which can expedite content capture and routing, as well as free up staff for more productive tasks.

Artificial intelligence (AI) can automatically capture the content and insights hidden in documents and files, no matter what format they're in, and extract the relevant information into a centralized, searchable repository. Robotic process automation (RPA) can automate manual, rule-based, high-volume and repetitive tasks where human touch isn't required.

These tools eliminate the need for paper and filing cabinets and reduce the time spent on entering and searching for data. What's more, these systems can directly integrate into your core systems, so a "big bang" migration isn't necessary to reap the benefits of automation.

## Which business process has the most potential benefit from AI in the next three to five years?<sup>2</sup>



**Digital citizen services**



**Cybersecurity operations**



**Fraud prevention and detection**

## Case study: Horry County processes 30,000 property tax returns with no human interaction

Horry County, South Carolina, automated its personal property tax processing with [Hyland RPA](#). In its first year, the tool processed 30,000 returns without human interaction — and reduced the number of errors and exceptions in the business process.

During project meetings, county CIO Timothy Oliver and his team are often asked, "Can't RPA do that?"

➔ [Read the full story.](#)



# Digital government and digital services

*Framework for digital services; state portals; improving and digitizing citizen experience; accessibility; identity management; digital assistants; privacy*

Today's constituents expect the civic experience to be as simple and seamless as what they receive in the private sector. The ability to deliver digital government services is essential for handling the ever-growing volume of service requests in a speedy and accurate manner. Additionally, transforming operations to enable remote work will also be critical — now and into the future as a new way of working — to meet the demands of a new generation of government workers.

All too often, however, state and local government agencies still rely on outdated, manual approaches for service delivery, which frustrates staff and citizens alike. Agencies need to revolutionize their approach to communication, coordination and collaboration to meet modern expectations.

With the right tools, your agency can digitize and automate service delivery to provide a truly omnichannel experience for the people you serve. **Content services provide a centralized solution for managing and distributing information, documents and data while seamlessly integrating with various systems and channels for efficient collaboration and enhanced engagement.**

## Most state and local government leaders reported that ...



50%

or less of their agency's business transactions are initiated and completed online, but



80%

said they expect citizen demand for digital services to increase.<sup>3</sup>

## Empower citizens with self-service

The Hyland Content Portal for Government presents an integrated portal solution that empowers citizens to self-service from any location using their mobile, tablet or desktop devices. Your citizens can submit online forms, upload and track documents and make payments, so your staff can focus on more valuable and engaging work.

➔ [Explore the benefits of government portals.](#)



# Legacy modernization

*Enhancing, renovating, replacing legacy platforms and applications;  
business process improvement*

State and local government agencies rely on core IT systems to accurately and securely process large amounts of critical data, like citizen records. But many legacy systems can no longer support government demands for digital services, leaving critical data inaccessible and scattered across siloed systems. Some of the biggest challenges with legacy systems are that they're inflexible, incompatible with emerging technologies, decentralized, vulnerable to cyber attacks and more costly to maintain.

For decades, Hyland has helped customers [replace old systems like FileNet](#) and enhance the ROI of their existing investments. Our approach encompasses both system upgrades and business process improvement, empowering government agencies to optimize workflows, deliver better services and enhance overall efficiency.



of state and local agencies report spending more than a quarter of their budgets on legacy system maintenance.<sup>4</sup>

## Keep modernization on track

Looking for a playbook for doing more with less? Reassess your approach to content management and embrace next-generation digital strategies and capabilities.

This issue brief, "Keeping modernization on track," from the Center for Digital Government provides a guide for state and local agencies to optimize their operations and achieve more.

[➔ Get the insights.](#)



# Identity and access management

*Identity proofing; multifactor authentication*

As more services become digitized, IT leaders must balance granting the right people access to the right information at the right time while maintaining the security and integrity of critical data. Identity and access management measures enable proper user authentication and verification, mitigating the risks associated with unauthorized access to sensitive systems and data. Employing these practices also improves your regulatory and compliance posture, which can help foster the public's trust in digital government services.

Modern content services are designed to be open, integrated and extensible, giving you the flexibility to use the technology in ways that best fit the needs of your staff and citizens.

**Hyland solutions** leverage standard protocols like OAuth2 and OpenID Connect to enable secure authentication as well as federation to existing authentication solutions — be it an internal active directory-based solution or an external hosted solution like Okta or Ping Federate.

This grants simpler access to the solutions your staff and citizens are already familiar with, meaning less time toggling between systems and more time advancing mission delivery.



of state agencies have fully implemented an identity, credential and access management solution as of 2022.<sup>5</sup>

## Dive deeper: What are identity providers, and why do they matter?

State DMVs and passport offices act as identity providers that authenticate citizens and provide them with an ID. In the digital business world, users need to provide identification to check email, use teleconferencing or access other corporate systems.

Many organizations have hundreds or even thousands of different applications and systems in their environments. So, how do you enable secure authentication without driving your users crazy with various login prompts?

This article, “What are identity providers and why do they matter?”, explores how to enable secure authentication without frustrating users with various login prompts.

➔ [Read the article.](#)



# Cloud services

*Cloud strategy; selection of service and deployment models; scalable and elastic services; governance; service management; security; privacy; procurement*

For years, state and local government agencies have extolled the value of prioritizing “cloud first” and “cloud smart” strategies. But with exponentially more content to oversee, IT leaders need something more secure, reliable and scalable than on-premises solutions.

The answer: Cloud-rooted content services that drive security, flexibility and innovation.

Cloud-powered solutions provide instant and ubiquitous access to key information anytime, anywhere and on any device without sacrificing ownership or control. **Content services in the Hyland Cloud** means your information is stored securely and reliably, with near 99.99% uptime and backup redundancy for disaster recovery. It can also lower operational and infrastructure costs over time, which makes agencies more agile.



**Almost 90%**

of state CIOs say cloud use is increasing.<sup>6</sup>

## Case study: Massachusetts goes “cloud-only, cloud-first”

When the Commonwealth of Massachusetts decided to move to the cloud, state decision-makers knew they didn’t want to manage the day-to-day administration of the transition. The team opted to deploy **Hyland OnBase** in the cloud and leveraged **Hyland Services** to streamline the transition.



For us to not have to bring capital equipment in — for us not to have to bring and train new administrators for the OnBase tool — that’s perfect. It’s exactly what we were looking for.

**Mike Syversen**

Director of BPM Platform Services Group,  
Commonwealth of Massachusetts

[Hear the full story.](#)



# Workforce

*Preparing for the future workforce and reimagining the government workforce; transformation of knowledge, skills and experience; more defined roles for IT asset management, business relationship management and service integration*

Many agencies are facing a workforce shift. Attrition rates are on the rise, and an aging workforce nearing retirement necessitates attracting a younger generation of government employees. Millennials are poised to make up a majority of the workforce in the coming years, and the qualities they value (equity, transparency, flexibility and purpose) vary considerably from their older counterparts.

Compounding this challenge is that organizations at all levels of government are grappling with a shortage of dedicated IT personnel. In addition to cybersecurity risk, this burdens employees with increased workloads and the challenge of navigating complex IT systems without expert oversight.

As agencies navigate this new reality, they have a unique opportunity to be proactive in how they adapt. Digital solutions can play a crucial role in bridging the talent gap, enhancing employee engagement, retaining high-quality staff and recruiting the next wave of government workers.



of state CIOs say they're offering hybrid or remote work.<sup>7</sup>

## Empower the next generation of work in government

Maintaining the decades-old status quo of paper-based, manual processes means falling behind the needs of 21st-century employees and the citizens they serve. Digital transformation and modernization are key to preparing your agency for continued success in a digital-first world.

Take a closer look into how agencies can empower the next generation of work in government. In “Empowering the next generation of work in government,” find:

- A self-assessment with six key questions you can ask to determine your agency's preparedness
- In-depth overviews of the digital tools that address any gaps in your agency's strategy
- Customer stories and additional resources for making well-informed decisions

➔ [Download the e-book.](#)



# Accessibility

*Ensuring state services, policies, websites, communications, publications, tools, etc. are accessible; ensuring accessibility is considered in the state procurement process; compliance with DOJ rules*

State and local governments provide many of their services, programs, and activities through websites and mobile apps. When these websites and mobile apps are not accessible, they can create barriers for people with disabilities. Government websites and apps are often the primary way citizens access services like:

-  Voting and election information
-  Tax filing and benefits applications
-  Public health updates
-  Civic engagement tools

If these platforms are not accessible, individuals with disabilities may be excluded from essential services, violating their civil rights.

Now agencies are faced with new legal obligations as it relates to accessibility. The Department of Justice published a final rule in April 2024. This rule mandates that state and local governments ensure their web content and mobile apps are accessible to people with disabilities. Non-compliance can lead to legal consequences, including lawsuits and federal enforcement actions.

The new rule aligns closely with the Web Content Accessibility Guidelines (WCAG) 2.1, providing a more concrete framework for what constitutes accessible digital content.

Straight to Number One: How Wasatch County Government achieved top accessibility ranking with new 'Digital Layer'.

➔ [Watch this recorded session](#) to learn more.



# Data management

*Data governance; data architecture; strategy*

All levels of government are grappling with vast data volumes as well as evolving compliance initiatives. State CIOs and IT leaders must not only sustain access to data across discrete systems but also elevate the role of data, turning datasets into actionable resources that accelerate mission delivery.

Robust records management and governance capabilities provide a compelling solution. With Hyland intelligent content solutions, agencies can establish a centralized information hub that seamlessly connects data across systems and teams, granting a holistic view of information across the organization.

What's more, agencies can enforce stringent data governance practices, ensuring compliance, security and proper management of government records. This serves as a solid foundation for effective data and information management, enabling you to meet the evolving demands of the digital era and deliver exceptional services to constituents.



of CIOs describe the maturity of their data governance structure as being in the beginning stages.<sup>8</sup>

## Manage content, records and access in one place

With a manage-in-place approach, you can enforce records management policies and other content management services from a single content services platform, regardless of where content resides. You can centrally apply records management policies — such as access controls, file plans and retention schedules — to all content, regardless of where it is stored. You can identify content and records in active use and what's ready to be archived or destroyed across repositories.

➔ [Learn more about federated records management.](#)



# Data analytics

*Business intelligence; predictive analytics; big data; roles and responsibilities*

The vast amount of information and data gathered and stored by government agencies holds valuable — and largely untapped — potential for gathering insights, identifying trends and optimizing resource allocation. Data analytics enables IT leaders to extract meaningful information from datasets, helping them better understand citizen needs, evaluate program effectiveness, detect fraud and improve service outcomes.

Hyland partners with industry leaders like Amazon and Microsoft to extend the power and capabilities of our portfolio. These strategic partnerships ensure that critical information buried within document images can be seamlessly fed into government systems and accessed when and where it's needed. With continually up-to-date data in the context of agency work, you get a complete view that spans the agency and drives informed decision-making.



89%

of state and local IT leaders say data analytics is the lifeblood of modern government, but



63%

are in the early to middle stages of analytics maturity.<sup>9</sup>

## Hyland and AWS: Transformative partnership for the public sector

Government agencies and departments continue to use time-consuming paper-based processes that make it difficult to operate efficiently and deliver on their mission.

Discover how Hyland solutions powered by Amazon Web Services (AWS) can help agencies extract, transform and load data from documents, making it accessible and actionable.



[➔ Explore our partnership.](#)



# Low-code/no-code software development

As government embraces digital transformation to drive efficiencies, the ever-growing number of applications may present new challenges. Data silos, for example, not only slow down the very processes that digitization was meant to improve but also require costly custom code to integrate. And with multiple systems to administer, manage and upgrade, your agency's burdened IT resources may constantly be playing catch-up — especially when the standard method is custom development and expert oversight.

Hyland solutions empower your agency to quickly develop solutions for your specific use cases or as the need arises. Our rapid application platform using low-code development and case management tools delivers faster solutions without the hassle of custom codes. Built on a centralized content services platform, the tool notifies caseworkers as new documents are received and enables them to efficiently view and update case files and data from a single point. Because the systems are connected to a central repository, users don't have to switch between separate systems for each department, saving time and improving accuracy.



90%

of development time can be reduced with low-code/no-code solutions.<sup>10</sup>

## Case study: "Small shop" county amplifies service delivery

Wasatch County, Utah, uses Hyland OnBase platform for all content management, including record retention policies and automation. The platform provides the automation the county requires, including workflow solutions and low-code modules using OnBase WorkView.



We're a small shop. We don't want to be big coders. We appreciate the low-code environment and the flexibility to build what we need to build and to be responsive to our employees' needs.

**Don Wood**

IT Executive, Wasatch County

[!\[\]\(b65ff707ec4d1ab514bcb3ba54feee42\_img.jpg\) Hear the full story.](#)



# ERP

Many state and local government agencies are still working in disparate and outdated systems for mission-critical financial management, HR, procurement, supply chain and accounts payable processes. Switching to a modern, holistic enterprise resource planning (ERP) system can help efficiently manage core business processes across multiple teams, all in one place.

Hyland digital government solutions bring together multiple systems and powerful workflow automation capabilities, helping agencies centralize business operations and enhance productivity. This means your agency can effectively manage back-office processes, consolidate data and drive collaboration and knowledge-sharing across the enterprise — and in full compliance with regulatory requirements. Our solutions integrate with more than 500 unique applications, including Workday, SAP, Salesforce and PeopleSoft, to help you deliver critical content in context.

Quality ERPs are proven to positively impact:<sup>11</sup>

- Information sharing
- Ease of use
- Productivity

## Dive deeper: Automation for accounts payable

Accounts payable (AP) automation can minimize manual work, accelerate invoice approvals and increase visibility into transactions.

Learn how your agency can reduce costs, errors and headaches by automating key financial workflows.

➔ [Read the quick study on AP automation.](#)



# Conclusion

*Intelligent content solutions that meet the needs of today's state and local CIOs*

State and local government IT leaders often find themselves stuck in a cycle of operating and maintaining existing systems, dedicating their time to ensuring smooth functioning. Unfortunately, this focus on day-to-day upkeep leaves little room for crucial activities like process improvement and innovation.

NASCIO's list of state and local CIO priorities demonstrates the importance of digital tools, services and technologies for continuous mission advancement. Implementing a transformation in the way agencies operate can be a complex task. However, it is an essential initial step in meeting the needs of citizens who expect digital-first services and in attracting and retaining the next generation of government staff.

Whether you are at the beginning of your modernization journey or in the process of evolving your efforts, Hyland is here to help. Since 1991, we've provided solutions that help government agencies streamline and expedite their processes. Our platforms offer flexible and configurable solutions designed to address various government use cases while catering to your unique requirements. And our team of government experts is ready to support you in leveraging best practices to meet your unique objectives.

## Why Hyland for government?

Hyland's Intelligent content solutions empower digital government by making your content universe more user-friendly, connected and compatible with modern-day business. Our platform enables solutions designed to work for government, and our industry experts can help you leverage best practices to get started on the right foot.

➔ [Download the e-book.](#)



➤ Explore [Hyland's state and local government solutions.](#)

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