AMERICAN CIO & CYBERSECURITY SUMMIT

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The Next Wave of Public Sector Digital Transformation

Tony Batalla, Chief

Navigating The Public Sector IT Landscape

High Complexity

Government systems are intricate, decentralized, rigid. Wide range of services. Many stakeholders are involved.

Legacy Systems

Outdated infrastructure. Modernization is crucial. Integration is challenging. Budgets are constrained.

Mission Critical

Systems are essential. They directly impact outcomes on the public. Reliability, security, privacy, key.

Amplified Cybersecurity Risks in the Public Sector

Cyber Attacks

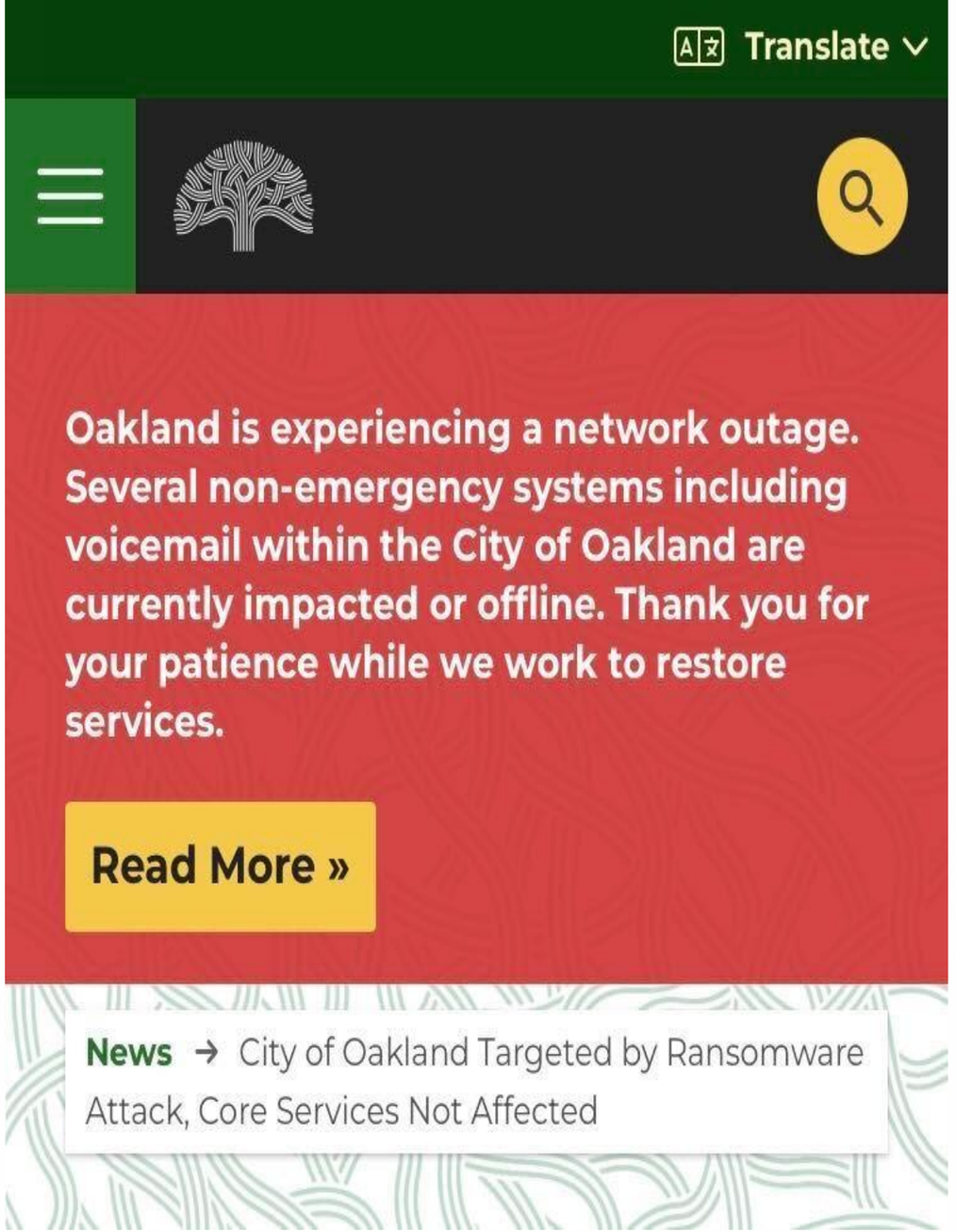
Constant attacks on critical infrastructure. Legacy systems + Mission Critical services = High Target

Data Sprawl

Decentralized systems & unstructured data are harder to protect, manage, and even understand

Ransomware & Privacy

Disrupted services + Data leaks = Significant risk.



The Next Wave: The AI Innovation Opportunity

Intelligent Automation

AI streamlines repetitive tasks. It improves efficiency. Resources are optimized.

Enhanced Decision-Making

AI provides data-driven insights. Leaders make informed choices. Outcomes are improved.

Innovative Service Delivery

AI creates new experiences. Services become more accessible. Engagement increases.

AI Could Improve Public Services…

…or Make Them Worse

Public Safety

AI-powered analytics could improve crime and violence prevention…or make it worse

Health

Monitoring could detect conditions earlier; reduce wait times in public facilities…or make it worse

Infrastructure

AI traffic management could reduce congestion; extend lifespan of public infrastructure; reduce fatalities…or make it worse

People-Centric Services

24/7 AI could eliminate bureaucratic delays; personalize services…or make it worse

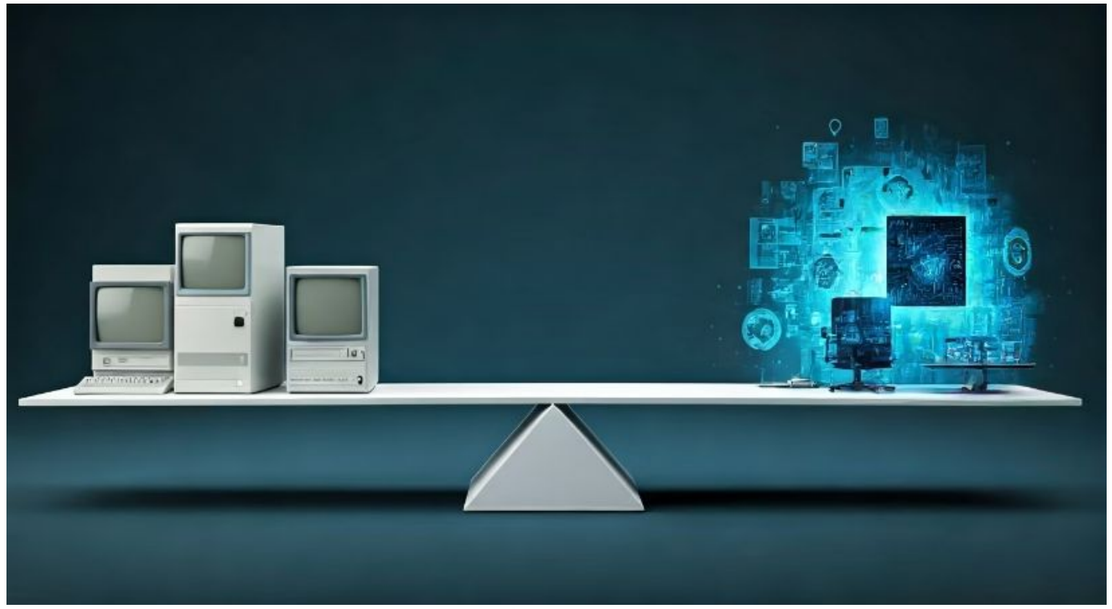
Theory of Ambidexterity: Balancing Innovation with Legacy Operations

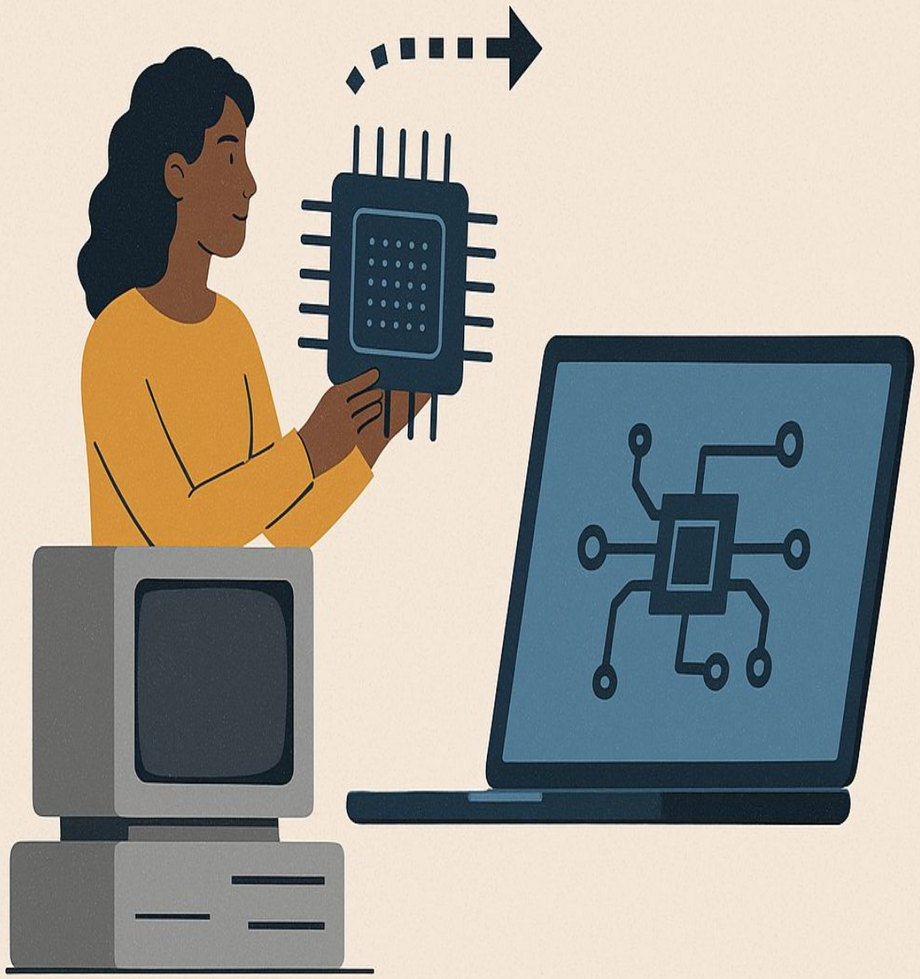
Leading A Paradoxical Environment

Exploration: Seeking new ideas, taking risks, and experimenting

Exploitation: Refining existing processes, optimizing efficiency, and executing plans

Tensions: Inherent tension between different priorities and can effectively manage the trade-offs between exploration and exploitation..





MODERNIZING LEGACY SYSTEMS

Modernizing Legacy Systems: A Blueprint (Exploitation)

Identify Systems & Pathways

Evaluate existing infrastructure. Determine modernization paths e.g. SaaS, **private cloud**, or hybrid

Build Cross-Agency Teams

Get buy-in from all stakeholders. Partner with executive leadership. Understand line of business needs and deliver them.

Secure Resources

Develop a budget. Establish realistic timelines with milestones and deliverables. Project Manage.

Break Through Barriers

Address implementation roadblocks. Create contingency plans. Motivate champions, empower them. Move mountains.

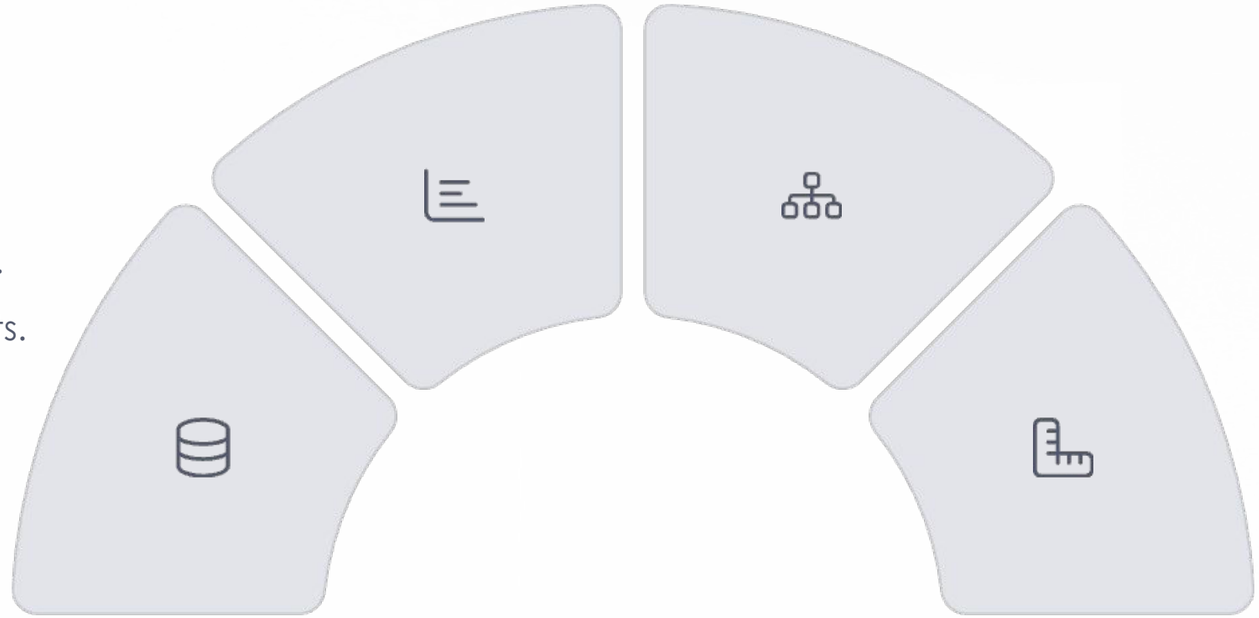
Data Readiness Model for AI Innovation

Data Quality

Assess data accuracy. Ensure consistency. Clean and validate data.

Data Integration

Connect disparate systems. Create unified views. Enable data flow.



Data Inventory

Identify all data sources. Understand their purpose. Catalogue existing datasets.

Data Classification

Categorize data by sensitivity. Assign appropriate security levels. Implement access controls.

Understanding your data is the foundational step for AI readiness. This comprehensive approach ensures your data assets are prepared for advanced AI applications.


Actual Data Architecture
SYSTEM A
SYSTEM B

Preparing for Copilot Pilot w/ AI Working Group

Policies & Guidelines

Draft specific AI use policies. No automated actions. Use DLP. Create Ethics, Equity Frameworks

Access Restrictions

Limit AI access; principle of least privilege. Monitor user activity. Manage/report over-permissioning

Data Curation

Scrub sensitive information. Remove PII. Isolate datasets that are available for AI access.

Pulling It All Together: Building An Ambidextrous IT Portfolio

1

Innovation Roadmap

- Process optimization / improvements
- Systems upgrades & replacements
- Emerging Technologies (e.g., AI)

Focus on change and transformation

2

Legacy Systems Roadmap

- Security protections for legacy systems
- Keeping the lights on
- Being selective about what problem to solve now
- Good backups/incident response
- Minor improvements, as available (incremental innovation)

Focus on maintenance and uptime

Overarching goal: Maintain and improve critical public services while innovating for the future

THANK YOU!
Q&A