



PUBLIC SECTOR

# Proven solutions for state government transformation

We are a nation of evolving priorities, budgets, and initiatives—from managing a workforce to infrastructure and roads. That means state agencies are under ongoing pressure to source the right talent and procure the right tools to fulfill their missions. Amid these changes, old challenges remain. Human capital shortfalls and skills gaps within the state workforce continue to impede agencies from serving the public and achieving results. Legacy systems still saddle state agencies with decades-old technology that, like an old car, gets more expensive to maintain with age.

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**Among the most pressing concerns at a meeting of state and local tech leaders were strengthening cybersecurity, providing reliable and cost-effective services, and “attracting and developing a workforce capable of guiding organizational transitions to more modern IT infrastructure.”<sup>1</sup>**

At the same time, process inefficiencies and a demand for interoperable IT continue to put pressure on state systems. Meanwhile, effectively managing the government's varied and far-flung asset base consumes far more labor and cost than most agencies can afford.

Against this backdrop, compliance has become increasingly complex as cybersecurity threats proliferate and more systems move to the cloud. Despite these challenges, citizens expect public sector agencies to respond with the same speed and accessibility as the private sector. The key to overcoming these obstacles and fulfilling on an agency's mission is to pursue a digital strategy aimed at transforming not only how the back-office functions, but also how services are delivered on the front line. In this pursuit, Infor® can help.

## Data-driven decisions

Deployed in the cloud, Birst® enables organizations to:

- Get more done without additional investment in staff or hardware
- Discover unprecedented insights into resource allocation
- Create more sophisticated institutional intelligence
- Enhance compliance through secure, cloud technology
- Speed delivery of important data to stakeholders

## The public sector talent gap

State agencies face a variety of talent challenges. [According to GovLoop](#), only 24% of public sector employees in a recent labor report were between the ages of 20 and 35. "Clearly, there exists a disconnect between young talent and government agencies," the report noted. "Millennials aren't fighting for government jobs, and many entities aren't implementing policies to recruit them."

Beyond the issue of staff shortages this approach will cause, organizations also face a significant skills gap. [Deloitte noted that 100 years ago](#) people working on assembly lines or in toll booths were seen as interchangeable, with little difference in the output between a good worker and a mediocre one.

## Analytics for 21st century government

Infor's purpose-built public sector solutions deliver next-generation analytics that connect every part of an organization. Birst, an Infor company, provides organizations with an advanced enterprise business intelligence (BI) and analytics software platform. Birst eliminates data silos, accelerates the delivery of analytics across the enterprise, and enables people to work with trusted data.

But in a report on the future of government work, Deloitte said that, "in the digital age, creative and collaborative talents are integral to delivering value. An employee motivated to learn and grow can be much more valuable than a less interested coworker."

## Grow and support your workforce

In the face of these challenges, a new approach to hiring and onboarding is necessary to help reduce turnover and fill open positions quickly and efficiently. By applying talent science principles and technology to human capital management processes, organizations can create a completely new model to choose the right employee for the job.

In addition to making more effective hires, state organizations using Infor CloudSuite™ HCM can:

- Handle high call volumes with fewer representatives
- Align their workforce with strategic objectives
- Empower employees with self-service HR capabilities
- Manage employee benefits intelligently
- Simplify payroll
- Manage retiree payments and benefits
- Visualize HR measures for assessing and improving operations

## The government asset management crisis

The number of assets managed by state governments is staggering. To understand the scale, **consider the number** of buildings, structures, roads, vehicles, and other assets that state governments across the country own, lease, or manage today. This number may soon grow as the current administration and congress move toward a historic infrastructure initiative.

Consequently, reining in data and extracting insights of value are monumental challenges. Anyone who works with multiple vendors and contractors must monitor and maintain a gaggle of equipment and assets, while also reporting on a seemingly endless store of information—from energy use to service level agreements.

Often, this data is captured manually and resides in spreadsheets or siloed systems, which can result in missed opportunities to increase efficiencies, optimize costs, and meet compliance mandates.

## Manage assets more effectively

To address these challenges, states should consider a cloud-based enterprise asset management (EAM) solution to gain comprehensive control over the maintenance, inventory, and performance of their assets.

## Infor is invested in FedRAMP authorization

Infor has committed to investing in Federal Risk and Authorization Management (FedRAMP) review and authorization for a breadth of products serving public sector agencies at all levels. FedRAMP is a rigorous set of standards that provide government-wide security assessment, authorization, and continuous monitoring for cloud products and services. Authorization is designed to help local, state, and federal agencies speed up adoption of next-generation, cloud-based technologies, and facilitate collaboration across government.

## Advancing asset management

More than 4,000 organizations worldwide—both public and private—trust Infor CloudSuite EAM to improve the way they manage, maintain, and track their assets. CloudSuite EAM provides the capabilities to:

- Track and report costs against assets and activities
- Plan, schedule, and execute effective maintenance programs
- Create detailed asset inventories and agency-specific asset inspections
- Record and track requests for service
- Leverage geographic information system (GIS) technology to create a more accurate inventory of infrastructure assets
- Provide compliance support for current and future asset-related regulations
- Leverage drones to capture video, scan for necessary repairs, and perform other monitoring activities

The Infor Government SaaS (IGS) system is a fully web-architected solution with an advanced integrated suite of modules that helps government agencies at all levels manage secure workloads in the cloud.

This implementation of IGS is provided as a cloud software-as-a-service (SaaS) offering hosted on the Amazon Web Services® (AWS)® Government Cloud environment.

The isolated AWS GovCloud (US) Region is designed to host sensitive workloads in the cloud. This region is operated by employees who are U.S. citizens on U.S. soil.

While a FedRAMP environment is not now explicitly required by most state and local entities, it is a powerful tool for these organizations due to its combination of security policies, the sensitive nature of the data captured in the proposed mission-critical systems, and Infor's extensive experience with state governments and similarly complex organizations.

## A financial system built for state and local government

Operating efficiently and transparently is foremost in the minds of government entities. Infor Cloudsuite Public Sector Financials & Supply Management has been developed based on defined requirements for state government—addressing the complexity of today’s state government regulatory environment, yet flexible to evolve as those regulations change.

CloudSuite Public Sector Financials & Supply Management delivers:

- Real-time visibility into financial performance and payments
- Comprehensive auditability
- Trusted insight using pre-built data models and strategic KPIs customized for the Public Sector
- Self-service and role-based analytics
- Capabilities that follow the guidance of Government Accounting Standards Board (GASB) standards for processing and reporting
- Flexibility to adhere to state and federal regulatory requirements
- Unlimited financial calendars to accommodate different fiscal year ends for easy reporting
- Robust post award grantee functionality with delivered federal statutory reports

## Why Infor

Infor serves more than 4,500 public sector organizations worldwide of every size and type, creating solutions that make organizations more efficient, agile, compliant, and secure. That’s why numerous state agencies rely on Infor solutions, including 9 of the top 10 cities, for solutions that serve more than 50% of the citizens of North America. Infor solutions are built to comply with the most demanding regulations, like FedRAMP. We also serve some of the world’s largest and most successful private sector organizations, including healthcare, transportation, energy, and other industries.

1 Noelle Knell, "2019 Spending Forecast for the State and Local IT Market," [Government Technology \(govtech.com\)](http://govtech.com), March 15, 2019.

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