

IDC Government Insights: Worldwide Local and Regional Government: AI and Automation Strategies

IDC Government Insights: Worldwide Local and Regional Government: AI and Automation Strategies provides insights on the role that augmented technologies are playing in local and regional governments worldwide. This theme is part of the Worldwide Smart, Sustainable Cities: AI, Cloud, and Edge Strategies program. It provides focused analysis of artificial intelligence (AI), including generative AI, and advises government suppliers and buyers on building and deploying AI capabilities, key subnational government use cases, and the vendor ecosystem. The diverse set of AI technologies covered includes generative AI, generative automation, conversational AI, and computer vision. Research considers AI and ML that support the automation of work processes and the resulting impact on state and local employees, as well as the guardrails, training, and policies needed for responsible AI. Other topics will include build versus buy, AI data strategies, embedded AI, AI applications and solutions, hybrid and multicloud architecture impact on AI build and deployment, pricing models, human-machine augmented foresight, and AI governance. The service advises vendors on the buying preferences of government organizations and effective go-to-market strategies in the context of the latest government trends.

Approach

The IDC Government Insights research theme analyzes how local and regional governments worldwide, in conjunction with their ICT suppliers and other partners, are leveraging artificial intelligence to improve operational productivity, optimize communications, and better serve the community. The research is designed to provide local governments with detailed information on how to best leverage next-generation AI-driven tools and technologies.

Topics Addressed

Throughout the year, this service will address the following topics:

- AI adoption trends, maturity, trust, and governance in state, provincial, and local
 - AI applications and solutions in government use cases, such as procurement, HR, predictive maintenance, public safety, and other functional areas
 - Generative AI in state and local government
 - Democratization of AI
 - Responsible and ethical AI policies
 - AI marketplaces and ecosystems
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Key Questions Answered

Our research addresses the following issues that are critical to your success:

1. What key use cases are ripe for AI and automation in subnational government? What are the variations in use case adoption in global regions?
 2. How can local and regional governments modernize using AI and automation?
 3. How can local and regional governments deploy generative AI (ChatGPT, Bard, Midjourney, and DALL-E) to optimize service delivery and provide value?
 4. What are the known best practices in implementing AI and generative AI in local government?
 5. What are generative AI adoption trends, challenges, and approaches to purchasing from local and regional governments?
 6. Who are the key vendors, and what are their capabilities specific to the local and regional government context?
 7. What are the advancements in tools and technologies to support AI governance?
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Who Should Subscribe

Local and regional government ICT and business planners, technology buyers, and program leaders who are seeking to understand how to strategically invest in and deliver AI and automation technologies and solutions to create smart, sustainable, safe city ecosystems should subscribe.
