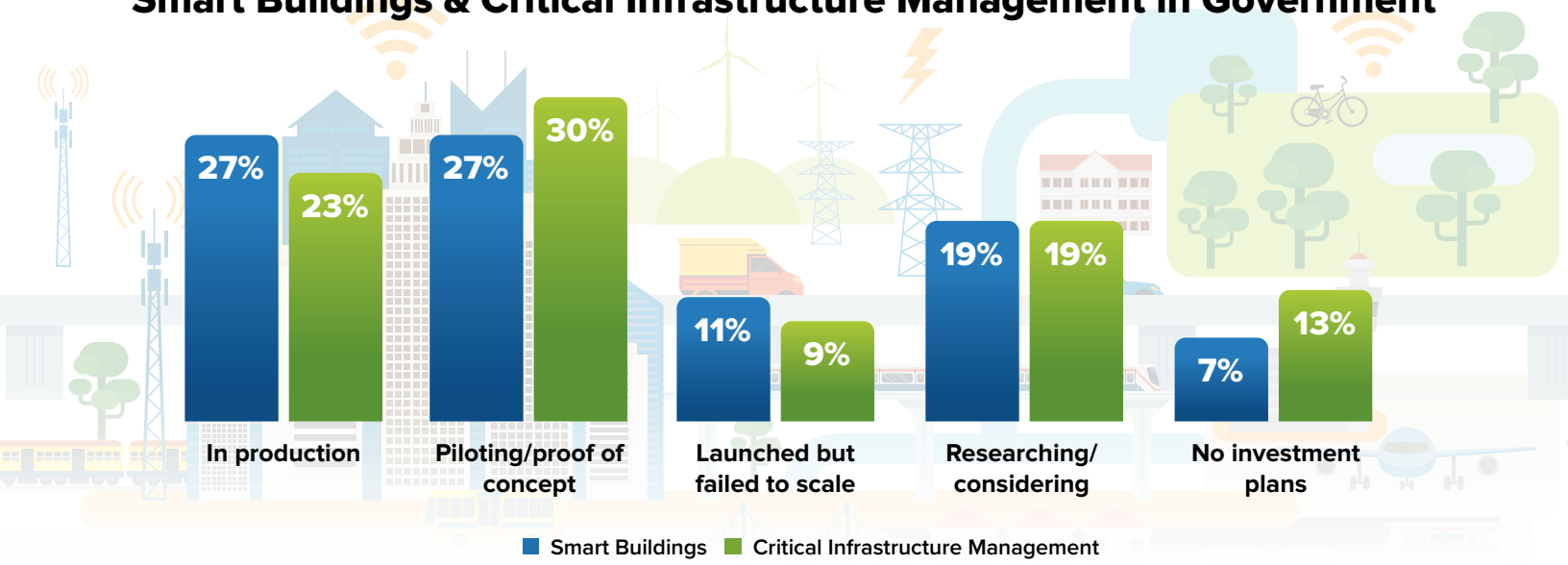
Building Resilient Government Infrastructure

To meet the changing needs of constituents, government agencies at all levels must utilize intelligent and autonomous systems to deliver better service, increase operational efficiency, ensure safety, and reduce asset and facility costs. Smart buildings and infrastructure management are an important investment area for agencies to keep people safe and healthy.

Smart Buildings & Critical Infrastructure Management in Government



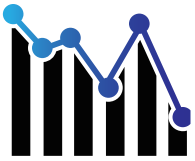
Source: IDC, Global IoT Decision Maker Survey, June 2019, n = 338 government respondents

Effective Government Infrastructure is Resilient

Government agencies at the federal, state, and local levels manage a diverse set of essential services, overseeing a vast array of assets and facilities. Keeping the infrastructure running efficiently and safely requires constant oversight, significant funding, and human capital.

Technology in the form of smarter buildings and critical infrastructure management can help. By digitizing facilities and applying insights from Internet of Things (IoT) data and artificial intelligence (AI), agencies can drive operational efficiencies, reduce costs, and get the most out of taxpayer-funded capital investments, critical in a time of constrained resources. As the graph shows, many agencies are planning, piloting, or in production with technology-based solutions.

Agencies can begin by leveraging technology to guard the health, safety, and productivity of employees and building users. Data from IoT sources, like sensors or wireless networks, combined with insights from AI can help agencies monitor occupancy, create optimal space plans, anticipate maintenance needs, and understand energy/resource usage. These actions build operational resiliency, allowing agencies to react quickly to changing circumstances, centralize facility management, control costs, keep constituents and employees safer, and improve ROI by better managing complex projects and deployments.



By incorporating sensors, analytics, and real-time information about facilities, agencies can better manage infrastructure during constantly evolving situations.

The Benefits of Intelligent Asset and Facilities Management

Smart buildings and intelligent asset and facilities management positively impact operational imperatives in the following ways.

- **Security grows stronger.** Centralized control of access to critical assets protects facilities and infrastructure from harm or misuse. In a crisis, the ability to look at patterns and respond in real time makes a real difference. Automation enabled by AI means key decisions happen faster.
- **Public health and workplace safety monitoring ramps up.** With today's health risks, keeping the public and employees safe in government facilities is critical. AI provides insight to plan effectively and identify issues before they become unmanageable.
- **Facility and infrastructure planning improve.** Monitoring assets allows agencies to anticipate maintenance needs and take preventative and prescriptive action, reducing downtime, allowing for better planning, and keeping service availability high. AI delivers more accurate usage models.
- **Environmental impacts decline.** AI can lessen a government's environmental impact by optimizing HVAC, lighting, and electricity usage; predicting times of heaviest demand; and controlling these assets remotely to save money, reduce wear, and allow for efficient operation of equipment and facilities.
- **Tax dollars go further.** Strategically deploying resources stretches those dollars by using automation and predictive modeling to target where resources are most needed.

A Resilient Government is Data Driven

With the right insights, government organizations can address facility and infrastructure challenges, make critical decisions, keep the public safe, and react quickly to changing circumstances. With robust data in hand, using smart technologies that provide more value to constituents is the new norm for agencies.