Oracle Playbook

STATE AND LOCAL GOVERNMENT

The AI-Driven Government Era

From data to decisions, faster and safer

Government

Government is operating under unprecedented pressure. Rising service demands, staffing shortages, and constrained budgets are colliding with increasing expectations for speed, transparency, and safety. Incremental technology upgrades are no longer enough. AI helps agencies connect siloed systems, automate routine work, surface insights in real time, and support faster, more informed decision-making. This enables governments to do more with fewer resources while improving outcomes for employees, first responders, and the communities they serve.

Modern government requires platforms that are built for trust, security, and scale. AI must be embedded across operations—not bolted on—so agencies can adapt quickly, respond confidently, and operate with resilience in both routine and high-risk environments.

Key imperatives for government

1   Connect systems to enable AI-driven agility

2   Attract new talent and reskill existing employees

3   Make technology secure and compliant

4   Protect people, assets, and communities in real time

5   Turn data into decisions with applied AI and analytics

Forces shaping state and local government

INDUSTRY CHALLENGES

VISION OF SUCCESS

Click on a section to learn more.

Disconnected systems and fragmented data
Critical data is spread across siloed systems, limiting visibility, slowing response, and preventing AI from delivering real-time insight. Without connected platforms, governments operate reactively instead of proactively.

1 Modernize the tech stack on the cloud

Workforce strain and institutional knowledge
Retirements, retention challenges, and hiring constraints are accelerating. Manual processes and outdated systems increase workload and risk, while valuable institutional knowledge walks out the door.

2 Transform the workforce

Rising expectations for real-time engagement
Citizens and internal stakeholders expect fast, digital-first interactions, accurate information, and transparency. Delays and disconnected communications erode trust and increase operational pressure..

3 Create a better constituent experience

Escalating security, compliance, and data risk
Threats are growing more sophisticated while regulatory requirements continue to expand. Governments must secure data, systems, users, and AI models without slowing operations.

4 Keep up with security and compliance

Increasing operational complexity in public safety
Police, fire, emergency management, and public safety teams are expected to operate seamlessly across physical and digital environments. Situational awareness, communications, and decision-making must function in real time, often under extreme conditions.

5 Advance public safety

6 Starting your journey

1: Modernize the tech stack on cloud

Deliver faster, smarter decisions and drive citizen-centric innovation, all on a secure, integrated platform.

Recommended actions:

- Invest in modernizing your technology stack to a real-time, connected cloud.
- Integrate citizen experience with municipal and state operations such as permitting, licensing, and public safety.
- Leverage prebuilt AI Agents.

How to get started:

- Identify and address operational silos.
- Develop a cloud roadmap with clear goals and milestones.
- Start using AI in areas like summarization and chat interfaces to get answers to questions.

Oracle capabilities enabling strategic goals

Finance	Planning and budgeting	Resource management	Capital projects	Municipal data	Procurement

2: Transform the workforce

Government agencies must deliver more services with fewer staff while maintaining accountability, compliance, and continuity. Challenges now include retention, knowledge loss, burnout, and outdated systems that are all harming performance. True workforce transformation uses technology to augment people, not replace them. AI platforms can be deployed to automate routine tasks, preserve institutional knowledge, identify workforce risks, and support better decisions.

Recommended actions:

- Help enable due process compliance with recruiting.
- Use analytics to help proactively retain mission-critical talent.
- Help reduce administrative burden and errors by automating manual and repetitive tasks.

How to get started:

- Use AI to help reduce inefficiencies and manual HR processes such as drafting reviews and answering employee HR questions.
- Use skills data to better match resources to roles.
- Help improve institutional knowledge preservation to support succession planning and continuity of operations.

Oracle capabilities enabling strategic goals

Recruiting and onboarding	Help desk and journeys	Workforce compensation	Data intelligence

3: Create a better constituent experience

Constituent experience depends on speed, clarity, and trust. Residents expect government services to match the intuitive, responsive digital experiences they use daily. Disconnected systems, manual processes, and delays erode confidence and strain operations. AI-enabled platforms shift governments from reactive to proactive service: connecting interactions with operational data enables faster responses, better communication, and more accurate resolutions without added staff burden. A modern constituent experience is informed, coordinated, and outcome-focused, not just digital.

Recommended actions:

- Understand citizen needs and rising expectations for speed and transparency.

- Implement smarter ways of planning and communicating.

- Engage with key parties such as contractors, permitting, and citizens in real time through a connected cloud.

How to get started:

- Identify key bottlenecks slowing you down and limiting citizen experience.

- Prioritize areas where you can digitize fastest for immediate impact.

- Use AI to personalize and speed up interactions.

Oracle capabilities enabling strategic goals

Citizen experience	Request Tracking	Cloud	Generative AI	Scenario planning	Ecosystem
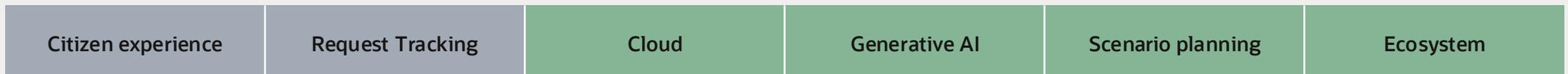
4: Keep up with security and compliance needs

Security and compliance build public trust. As governments embrace cloud and AI, they must safeguard sensitive data, enforce governance, and keep pace with changing regulations and threats without hindering operations. Modern security demands a proactive, platform-based approach: authenticating, authorizing, and continuously monitoring every user, device, system, and data flow. AI requires careful deployment with built-in transparency, auditability, and strong data governance from day one. When embedded by design, security and compliance can help deliver resilience, agility, and confidence.

Recommended actions:

- Leverage secure cloud technology for compliance and threat protection capabilities.

- Track and measure adherence to regulatory and audit requirements in real time.

How to get started:

- Explore and understand key regulatory and compliance requirements.

- Modernize aging systems that introduce security gaps and operational risk.

Oracle capabilities enabling strategic goals

Procurement	Authentication	Cloud	Training	Governance, risk, and compliance
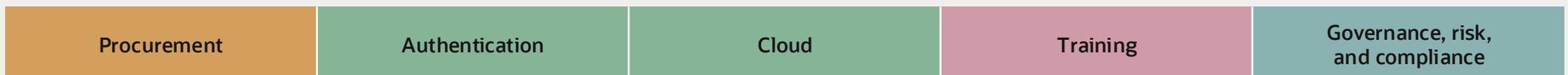
5: Advance public safety

Public safety agencies operate in the most time-critical, high-risk environments in government. Police, fire, EMS, and emergency management must make split-second decisions with incomplete information while remaining accountable to their communities and compliant with strict regulatory requirements. Modern public safety demands technology that is always on, always secure, and built for real-world operations. Oracle helps state and local governments modernize public safety by connecting people, data, devices, and systems in real time, delivering situational awareness, operational clarity, and safer outcomes for both first responders and their communities.
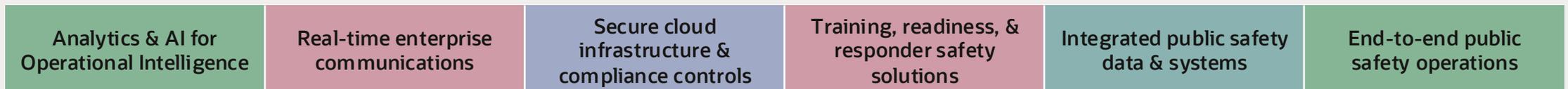
Recommended actions:

- Connect public safety systems to deliver real-time situational awareness across people, data, and devices.

- Enhance responder and community safety using secure, mission-critical technology.

- Apply analytics and AI to help identify risk, improve response, and support better decisions.

- Build community trust through transparency.

How to get started:

- Identify gaps in visibility, coordination, and data sharing across agencies.

- Prioritize real-time, mobile-first solutions for responders and command staff.

- Modernize legacy systems to a secure, cloud-based public safety platform.

Oracle capabilities enabling strategic goals

Analytics & AI for Operational Intelligence	Real-time enterprise communications	Secure cloud infrastructure & compliance controls	Training, readiness, & responder safety solutions	Integrated public safety data & systems	End-to-end public safety operations

Internal questions to get going

AI readiness

Are we using AI to automate, detect anomalies, and support decisions?

Do we use AI for anomaly detection?

Are we using AI to improve decision-making, budgeting, and employee experience?

Workforce and change

Do our employees feel like they're working with modern technology?

What kind of upskilling will our teams need to administer and adopt this kind of cloud technology?

Where will AI reduce workload and risk fastest?

Which teams do we foresee being the hardest to enable? The fastest?

Security

How is our data protected?

What threats do we face?

Are our systems patched and up-to-date?

What compliance and audit costs and issues do we face today?

Modern experience for constituents and officials

Are our constituents frustrated with slow response times and conflicting information?

Are we enabling our public safety officials as well as we can be?

Are systems connected in real time across agencies?

Four key elements to your success

Leadership defines vision/urgency for AI adoption, alongside commitment to customer success and continuous improvement.

People

Processes

Processes are continually reimagined to **streamline** operations and **empower** people to focus on higher-value work.
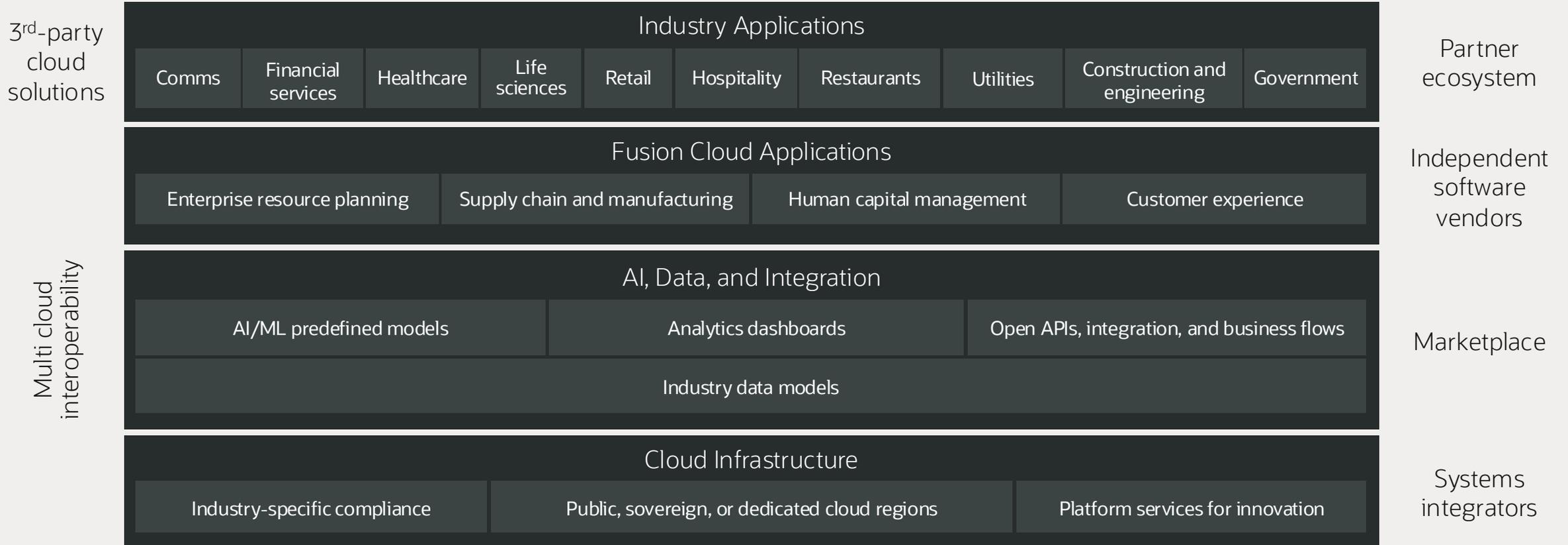
Oracle
Playbook

Oracle provides everything you need to deploy best-in-class applications and continuously innovate – with AI and agentic at the core.

Systems
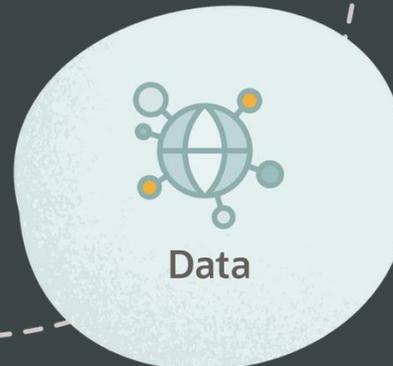
Data

Benefit from a unified data model provided by Oracle's end-to-end technology stack and invest in data governance.

Oracle solutions for every industry

3rd-party cloud solutions

Multi cloud interoperability

Industry Applications									
Comms	Financial services	Healthcare	Life sciences	Retail	Hospitality	Restaurants	Utilities	Construction and engineering	Government

Fusion Cloud Applications			
Enterprise resource planning	Supply chain and manufacturing	Human capital management	Customer experience

AI, Data, and Integration		
AI/ML predefined models	Analytics dashboards	Open APIs, integration, and business flows
Industry data models		

Cloud Infrastructure		
Industry-specific compliance	Public, sovereign, or dedicated cloud regions	Platform services for innovation

Partner ecosystem

Independent software vendors

Marketplace

Systems integrators

Additional ways Oracle serves Agriculture

Complete Capital Program Management

Support project governance, visibility, and performance across capital project portfolios. Proactively address project risk, manage change, and sharpen decisions from ideation and planning through execution and asset operation.

Connected and secure network

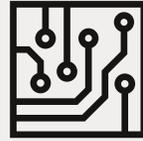Support connectivity and secure communications even in remote locations.

Why Oracle?

Complete Suite

Best-of-breed apps designed and built based on customer needs—with AI throughout.

Industry-specific apps, finance, HR, supply chain, manufacturing, marketing, sales, service, and analytics built to work together.

Best Cloud Technology

Next-generation Oracle Cloud Infrastructure (OCI) with the performance, security, and availability to run your mission-critical operations.

Cloud regions worldwide for commercial and government needs.

Award-Winning Design

Award-winning consumer-grade+ user experience built with Redwood Design System.

The same tools for all developers to easily personalize, extend, and build applications.

Self-learning and self-improving applications.

Committed to Your Success

Oracle Customer Success Services helps you maximize your cloud investment with proactive support, expert guidance, and comprehensive tools and best practices.

Committed to your success

Oracle Cloud Success Navigator

Achieve Cloud transformation objectives
Cloud success starts with projects that are delivered on time, on budget, and done right the first time. Leverage standards from +10K implementations with AI guided actions, role-level ownership, and accountability across your team, Oracle, and your SI to achieve success faster.

Confident design decisions deliver exceptional results
Oracle Modern Best Practices and Oracle University modules establish knowledge of your Oracle solutions and help reduce customization risk. Hands on application practice through Starter Configuration helps drive decisions from experience.

Increase your investment's value with AI and innovations
Help reduce cycles and costs while AI identifies gaps and expedites planning. Consolidated release materials with customizable Adoption Roadmaps drive business and IT alignment.

Leverage AI every step of the cloud journey
AI agents shape your journey and create tailored strategies for ongoing evolution. Empower teams and increase satisfaction by directing resources toward value innovation not tedious administration.
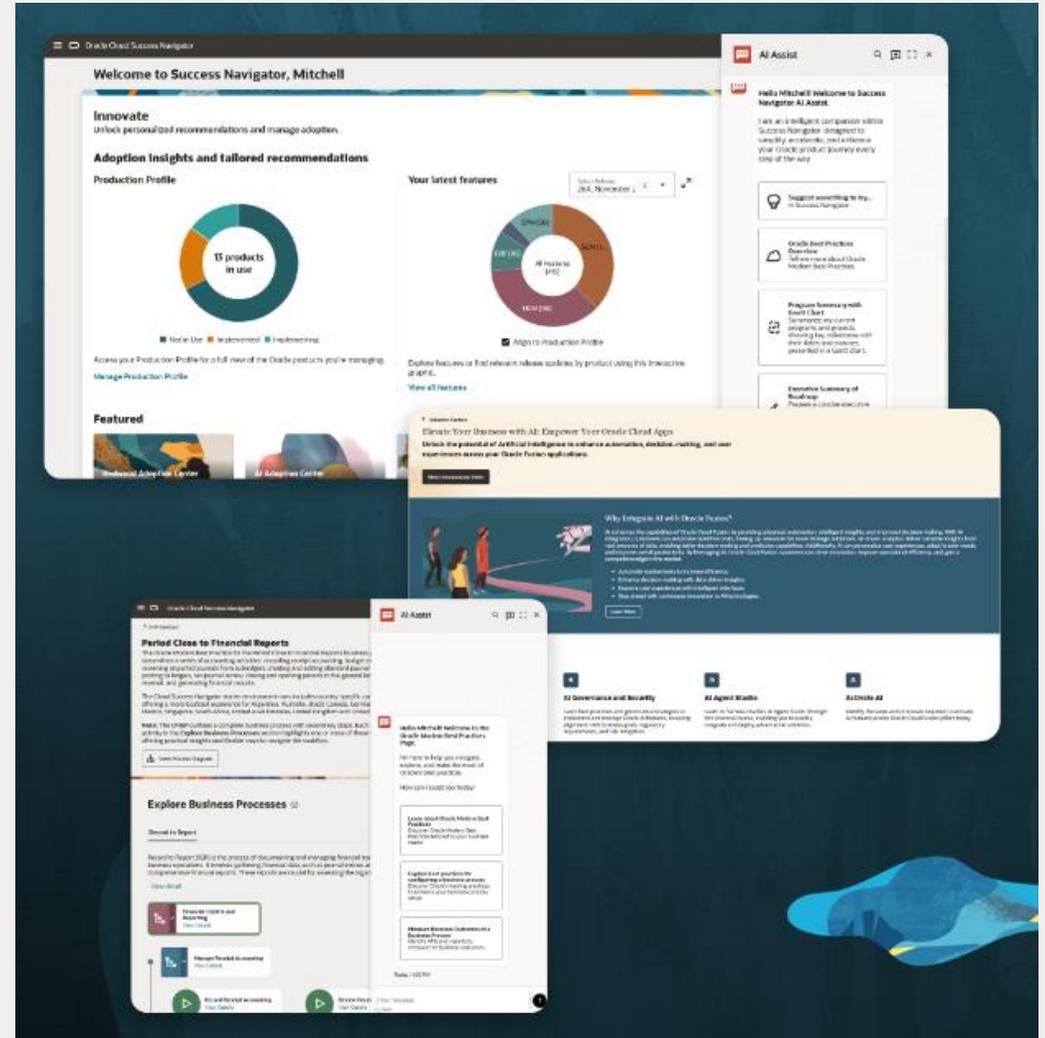
Extensive partner ecosystem

+20,000
Partners and ISVs

accenture

Deloitte.

KPMG

pwc

cohere

Palantir

Red Hat

THOMSON REUTERS®

VERTEX

aws

Google Cloud

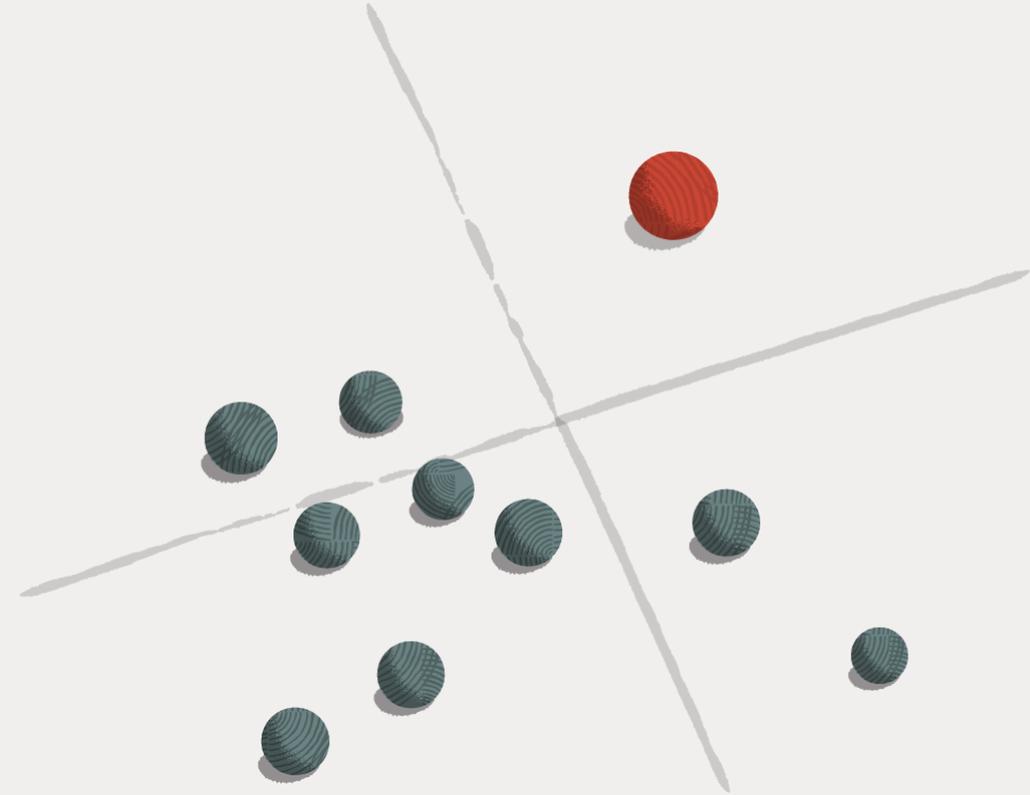Azure

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