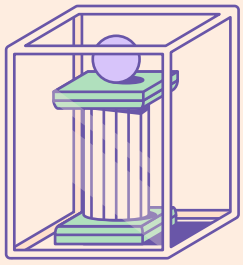
tines

The future of federal IT operations: Intelligent workflows through automation



As new executive orders aim to **centralize procurement,** and tighter budgets squeeze IT spend, federal agencies are rethinking how they operate.

Reduced spending and a smaller workforce could lead to greater risks and vulnerabilities as adversaries' skills continue to advance. But increased collaboration and education among agencies, combined with sophisticated automation capabilities, can help fill gaps and provide comprehensive monitoring, consistent detection and rapid escalation and responses.

Recent executive orders like **EO 14240** and efforts to overhaul the Federal Acquisition Regulation (FAR) also represent opportunities to modernize federal IT operations, said David Grundy, Public Sector Field CTO at Tines.

"FAR was written in the '80s, when Jobs and Gates were just getting started," Grundy said. "IT has come a long way since then."

Strategies for optimizing IT operations

The mix of modernization and budget cuts will force agencies to be more value-driven than ever, Grundy said, and the ability to demonstrate return on investment will be a top priority. "The biggest piece that I would take away is I think there's going to be a comprehensive look at the investments that are being made and how those investments can be compounded across the board," he said. Do investments benefit more than one agency? Can they scale enterprise-wide?

Those are the questions shaping the next era of federal IT. To mitigate the challenges and reap the benefits of the current moment, Grundy outlined several areas of focus for agency IT leaders.

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Public Sector Field CTO,
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1. Automation

Transforming repetitive, manual processes into scalable, efficient, and error-resistant systems. By codifying IT workflows, agencies can eliminate the painful tasks that drain resources and risk human error. Instead of rebuilding similar processes across teams and systems, reusable automation allows engineers to orchestrate consistent, policy-driven outcomes at speed, reducing operational overhead, improving compliance, and accelerating service deployment. This approach not only enhances productivity and saves cost but also empowers IT teams to shift focus from maintenance to innovation, ensuring enterprise systems remain secure, resilient, and responsive to the mission.

2. Code reuse

Enabling organizations to scale automation, reduce redundancy, and accelerate delivery across technical and business functions. Reusable workflows foster consistency, cost savings, and collaboration across diverse teams. When reusable automation bridges these domains, organizations eliminate redundancy and accelerate innovation. "We need to incentivize reuse so that code and workflows can be shared for benefit across workgroups, agencies, and departments," Grundy said.

3. Responsible adoption of AI

The most significant technological development in recent years, AI implementation is key across government. AI-powered solutions have the ability to speed workflows and save time and labor for a workforce that has faced recent reductions — but responsible adoption is critical. "Everyone wants AI and believes AI can solve all the problems right now," Grundy said. "It can be a powerful tool, but it can be powerfully wrong. We have to be able to control the chaos in AI."

This often means "taking two steps forward from an AI perspective, then one step back from a compliance standpoint" — in other words, as AI capabilities progress, responsible adoption depends on taking the time to review and double-check models, ensuring the data running through the models is secure and verifying that results are accurate and auditable.

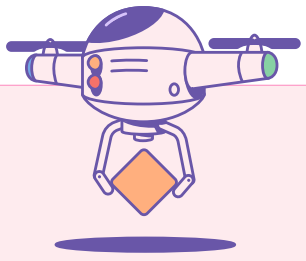
Start small, Grundy advised, with simple, repetitive tasks that make AI easier to test, document, and trust. "As we begin to verify the workloads we are putting through these AI models," he said, "we can see the art of the possible and we begin to mature as organizations and scale as we develop."

Harnessing the value of automation, now and in the future

Grundy, who spent years running digital infrastructure at the USDA prior to joining Tines, sees IT as the ultimate problem-solver – "it's just a matter of how we get there." And Tines, he said, offers the ability to automate complex decision-making in an uncomplicated way.

From service desks to identity management teams, AI tools in federal IT operations are being utilized in many different ways across many different workflows. It all has to be orchestrated, coordinated, controlled, and audited. "The chaos has to be managed. That's what we do," Grundy said. "We help security and IT teams orchestrate their workflows so they can focus on preventing threats, not pushing buttons."

When asked about what's next for government IT, Grundy sees the centralization of functionalities continuing, as infrastructure evolves further into development and configuration as code. Grundy envisions AI expanding the role of IT throughout organizations, turning it into "a high-powered brain of business operations." Bringing these advanced capabilities to the public sector is "tremendously important," he added. "We're going to see a new age of development in the IT world."



→ **Learn more** about how Tines can help your agency unlock streamlined workflows and secure, scalable innovation through automation.