

# *5 Moves CIOs Must Take to Modernize State Tech*





# INTRODUCTION

State agencies face unprecedented pressure to modernize and secure their technology systems. Aging infrastructure, rising citizen expectations, and evolving cyber threats demand a proactive approach. Agencies must deliver consumer-grade experiences with government-grade security, often on tight budgets. This eBook explores five critical infrastructure moves every CIO must make to future-proof state technology: cloud hosting, configurable web platforms, integrated systems, robust cybersecurity and workflow automation. These strategies empower agencies to enhance security, improve efficiency, and meet the demands of a rapidly changing digital landscape.



**Note:** Our podcast interview with Ryan Pedersen, CTO for GL Solutions, explores these five moves in full. [Listen to the podcast here.](#)





# MOVE 1: MODERNIZE SAFELY WITH GOVRAMP-READY CLOUD INFRASTRUCTURE

## Summary:

Cloud hosting delivers elasticity, uptime and disaster recovery that on-prem systems fail to match—while meeting strict GovRAMP security standards.

## Key Takeaways:

- Cloud adoption supports resiliency and scalability.
- GovRAMP certification ensures compliance and security across agencies.
- Real-time data access and automated backups improve efficiency and transparency.

## Tips:

Implement automated data interfaces to share licensing information with other agencies and third-party services. Use secure cloud-based backups and real-time data access to reduce manual processes and improve disaster recovery readiness.

Source: [Key Components of a Professional Licensing System](#)


*“Cloud adoption isn’t about if—it’s about how fast. Agencies need elasticity and uptime that only GovRAMP-ready platforms deliver.”*

— Ryan Pedersen  
CTO GL Solutions

# AGENCY TRANSFORMATION IN ACTION:

## *Arizona Medical Board—Cloud Migration to FedRAMP-Certified Azure*

USE CASE

  
**ARIZONA MEDICAL BOARD ON IMPROVING CONTINUOUSLY**

**Overview:**

The Arizona Medical Board is tasked with protecting the safety of the public through licensing, regulation and education of all allopathic physicians. The board ensures all medical professionals and providers adhere to state laws and uphold the highest standards of patient care.

*Agency Transformation Phase: 5, Model Agency*

**Opportunities and Solutions**

**Opportunity:** Board staff desired more control over the configuration of their system.

**Solution:** GL Suite empowers board staff with its intuitive Control Panel and Configuration Manager, enabling them to effortlessly configure agency business processes without requiring custom coding. Authorized users have the flexibility to make real-time customizations to the system, such as adjusting fields, screens, or reports, to adapt to evolving regulatory requirements. This level of configurability not only facilitates compliance with regulations but also places control directly in the hands of agency personnel, empowering them to efficiently manage and optimize their workflows according to their specific needs.

**Opportunity:** The agency was spending too many resources on printing and mailing board agendas and meetings to relevant stakeholders.

**Solution:** GL Suite's Board Meeting Management tool offers an efficient solution for board staff, automating the generation and publication of meeting agendas along with associated documents. By facilitating easy access to meeting information on the public website, it enhances transparency and accessibility for stakeholders. Additionally, the tool simplifies the tracking of dates and locations while maintaining all meeting data within the system, thereby reducing administrative burdens and promoting organizational efficiency. Moreover, by eliminating the need for printing and mailing documents, it supports cost-saving initiatives and environmental sustainability efforts.


**Opportunity:** The agency was paying over \$30,000 a month for being on the statewide hosting platform.


**Solution:** Through partnership with GL Solutions, the agency achieved substantial cost savings by transitioning to Microsoft's FedRAMP certified Azure Cloud for hosting services. By migrating GL Suite to Azure, the agency not only ensured compliance with state regulations but also

**Links:**

[IT Project Management with Ariz. Medical Board's CTO Pushpa Gregory](#)

[4 Tips for Managing Regulatory Agency IT Projects \(glsolutions.com\)](#)

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The Arizona Medical Board migrated its GL Suite from a statewide hosting platform to Microsoft's FedRAMP-certified Azure Cloud. The transition addressed critical needs—cost, compliance, resiliency and efficiency.

### ***Cost Reduction***

Migrating to a FedRAMP-ready cloud platform drove significant cost reduction for the board with hosting fees dropping from ~\$30K/month.

### ***Digital Reporting***

Robust cloud monitoring and analytics replaced manual checks and on-prem reporting.

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# MOVE 2: UNLOCK FLEXIBILITY THROUGH CONFIGURABLE PLATFORMS

## Summary:

Low-code and no-code platforms empower agencies to adapt quickly to legislative changes and emergencies without heavy reliance on developers.

## Key Takeaways:

- Reduce dependency on scarce developer resources.
- Respond to legislative changes in days, not months.
- Enable agency staff to configure workflows and processes internally.

## Tips:

Deploy online self-service portals for renewals, applications, and complaints. Enable licensees to update information and make payments online. Reduce staff workload by automating notifications and integrating communication tools within the system.

Source: [Key Components of a Professional Licensing System](#)


*“These tools put control back in the hands of agencies, letting them adapt fast and stay ahead of change.”*

— Ryan Pedersen  
CTO GL Solutions

# AGENCY TRANSFORMATION IN ACTION:

## Arizona Medical Board—Empowering Staff with No-Code Configuration

USE CASE



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**Solution:** Through partnership with GL Solutions, the agency achieved substantial cost savings by transitioning to Microsoft's FedRAMP certified Azure Cloud for hosting services. By migrating GL Suite to Azure, the agency not only ensured compliance with state regulations but also

streamlined operations by eliminating overhead costs. Leveraging the advanced features of Azure, including robust security measures, comprehensive monitoring, and insightful analytics, the agency optimized its technological infrastructure for enhanced performance and efficiency.




**Opportunity:** The agency was spending too many resources on printing and mailing board agendas and meetings to relevant stakeholders.

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[glsolutions.com](#)[800-930-1193](#)

The Arizona Medical Board implemented GL Suite’s intuitive Control Panel and Configuration Manager—empowering agency staff to adjust fields, screens and reports in real time, without relying on developers.

### Reduced Dependency on Developers

When new regulations or reporting requirements emerge, the board configures the system internally.

### Enables Internal Workflow Configuration

Agency admins tailor business processes—such as forms or validation logic—directly in the system interface.

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# MOVE 3: BREAK DOWN SILOS WITH INTEGRATED SYSTEMS AND DATA INTEROPERABILITY

## Summary:

Breaking down silos enables secure, real-time data sharing across departments, improving collaboration and service delivery.

## Key Takeaways:

- Use open standards like OpenID for secure interoperability.
- Enable holistic service delivery through connected systems.
- Improve public safety and efficiency with real-time data exchange.

## Tips:

Set up automated data interfaces for background checks, exam results, and continuing education imports. Ensure secure, real-time data exchange with peer agencies to improve decision-making and compliance.

Source: [Key Components of a Professional Licensing System](#)


*“Interoperability isn’t just convenience—it can save lives by getting critical data to the right people at the right time.”*

— Ryan Pedersen  
CTO GL Solutions

# AGENCY TRANSFORMATION IN ACTION:

## *Illinois Dept. of Public Health-Emergency Medical Services—Unified Secure Data Exchange*

USE CASE



ILLINOIS DEPARTMENT  
OF PUBLIC HEALTH – EMS  
ON DIGITIZING LICENSING

**Overview:**

The Illinois Department of Public Health licenses Emergency Medical Services professionals in Illinois to ensure their competence and ongoing education. Licensing covers roles such as EMT-Basic, Advanced EMT, Paramedic, Lead Instructor, Dispatcher, First Responder, and pre-hospital nurses.

**Agency Transformation Phase: 2, Process Standardization**

During Process Standardization, a regulatory agency defines the right way to perform the work, along with the correct digital tools to use. Staff follow vetted processes that use best practices and meet regulatory compliance.

**Learn more:** [Phase 2: Process Standardization](#)

**Opportunities and Solutions**

**High-Volume, Multi-Faceted Operations**

**Opportunity:** The Illinois Department of Public Health – Emergency Medical Services (IDPH-EMS) licenses individuals and providers—and conducts vehicle inspections—an overwhelming workload if managed manually. The large number of tasks requires a system that handles complexity, while increasing efficiency.

**Solution:** GL Suite supports large agencies like IDPH-EMS by consolidating all workflows into a single platform. Built-in real time workflow ensures the efficient processing of tasks. The system supports the regulatory agency to easily adjust to any staffing change—with employees trained on the business process flow; business process guides in GL Suite guide new and current staff alike in the consistent execution of agency processes. By digitizing inspections and licensing, GL Suite eliminates the chaos of paper-based systems and keeps the agency running smoothly.

**Offline and Complicated Business Processes**

**Opportunity:** Many of the processes at the Illinois Department of Public Health – Emergency Medical Services occur offline and involve intricate steps, making them a challenge to manage.

**Solution:** GL Solutions works with IDPH-EMS to build these processes into the web, enabling a self-service portal where licensees and providers complete tasks independently. The switch to these configurable websites reduces the burden on agency staff and streamlines licensing procedures. GL Suite brings all staff workflows into one central location, replacing fragmented systems with a unified platform. Digitizing and supporting complex business processes ensures that the Illinois regulatory agency operates with improved speed and accuracy.


**Links:**

[Regulatory Agency Modernization in 5 Phases](#)

[Licensing and Permitting Solutions](#)

[Illinois Department of Public Health – Emergency Medical Services](#)

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The Illinois EMS division used GL Suite to consolidate its licensing, continuing education records, and vehicle inspection data into a unified platform. The integration eliminated disconnected processes and enabled real-time, secure data exchange across internal systems.

### ***Secure Interoperability***

Data flows securely from external sources (exam providers, inspection systems) into GL Suite via automated imports.

### ***Holistic Service Delivery***

Staff now access licensing, inspections, and education records in one interface—no toggling between outdated systems.

### ***Efficiency Gains***

Real-time data sharing replaced manual data transfers, accelerating approvals and boosting compliance oversight.

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## MOVE 4: PROTECT YOUR AGENCY WITH ADVANCED CYBERSECURITY AND ACCESS CONTROLS

### Summary:

Move from reactive to proactive security with continuous monitoring, role-based access, and audit trails to protect sensitive data.

### Key Takeaways:

- Implement proactive monitoring tools like Microsoft Sentinel.
- Use role-based security integrated with state IT systems.
- Maintain detailed audit trails for compliance and accountability.

### Tips:

Integrate automated email retention and audit trails to meet compliance requirements. Use role-based access controls and secure authentication standards to protect sensitive data. Regularly monitor system alerts and security scores.

Source: [Key Components of a Professional Licensing System](#)

*“Security isn’t a one-time project—it’s a continuous improvement mindset.”*

— Ryan Pedersen  
CTO GL Solutions



# AGENCY TRANSFORMATION IN ACTION:

## *Alabama Home Builders Licensure Board—Strengthening Security & Access Control*

USE CASE



ALABAMA HOME BUILDERS  
LICENSURE BOARD ON  
STANDARDIZING PROCESSES

**Overview:**

The State of Alabama Home Builders Licensure Board is dedicated to consumer protection, ensuring the public's health, safety, and welfare in residential construction and remodeling. By regulating these industries and promoting professionalism and standards, the Board upholds integrity and excellence in home building and remodeling practices.

*Agency Transformation Phase: 2, Process Standards*

**Opportunities and Solutions**

**Opportunity:** The agency's reliance on a dedicated room for paper files, spanning decades, led to inefficiencies in information retrieval and encouraged non-compliant data retention practices.

**Solution:** GL Suite facilitated the agency's transition from a paper-based filing system to a digital one, automating the entire licensing process. This digitization allowed for efficient access to data, enhancing accountability and streamlining reporting while reducing errors and time spent generating reports. GL Suite enabled staff to establish retention policies, ensuring compliance with state requirements by automatically deleting outdated records and minimizing the risk of data breaches.

**Opportunity:** Agency staff were overwhelmed by customer support calls, particularly regarding password reset and sign-on issues, diverting valuable resources away from critical tasks such as processing applications and investigating complaints.

**Solution:** GL Suite's self-service website features, including Single Sign-On functionality, empowered licensees to address login issues independently. Licensees could now reset their passwords and update contact information through self-service portals provided by GL Suite, freeing agency staff from the burden of troubleshooting login Opportunities and enabling them to focus on core responsibilities.

**Links:**

[Client Profile: Alabama Home Builders Licensure Board - GL Solutions](#)

[Interview with Suanne Parnell On Why Modernization is Worth It](#)

[Permitting & Licensing Software | Licensing & Permitting Software \(glsolutions.com\)](#)

 [glsolutions.com](#) 800-930-1193

The Alabama Home Builders Licensure Board transitioned from scattered desktop databases and spreadsheets to GL Suite, securing data and centralizing access control. GL Suite introduced automated data retention policies, single sign-on (SSO), and audit tracking—enhancing overall cybersecurity posture.

### ***Automated Audit Trails***

GL Suite enabled the board to configure automatic retention and deletion schedules—ensuring sensitive data isn't unnecessarily retained, while maintaining traceable audit histories.

### ***Role-Based Access***

Integration with SSO empowered licensees to self-service logins securely and reduced password-related helpdesk support—simultaneously tightening access management and increasing user accountability.

### ***Proactive Security Practices***

By embedding secure authentication and data lifecycle controls, the board adopted a more proactive security stance, anticipating compliance needs rather than chasing them reactively.

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# MOVE 5: SCALE LICENSING AND AUTOMATE WORKFLOWS FOR EFFICIENCY

## Summary:

Automated workflows streamline licensing processes, reduce turnaround times, and enable agencies to do more with less.

## Key Takeaways:

- Assign tasks and track progress for efficiency and accountability.
- Use metrics to identify bottlenecks and improve processes.
- Leverage AI to automate repetitive tasks and boost staff productivity.

## Tips:

Use dashboards and process guides to prioritize tasks and guide staff through workflows. Automate renewals, notifications, and late fee calculations. Track KPIs and generate reports to identify inefficiencies and improve performance.

Source: [Key Components of a Professional Licensing System](#)

*“Workflow automation transforms agencies—reducing licensing timelines from months to weeks.”*

— Ryan Pedersen  
CTO GL Solutions



# AGENCY TRANSFORMATION IN ACTION:

## *Minnesota Gambling Control Board—Automating High-Volume Licensing*

USE CASE

**GAME-CHANGER:  
MINNESOTA GAMBLING  
CONTROL BOARD'S DIGITAL  
TRANSFORMATION STORY**

**Overview:**

The Minnesota Gambling Control Board regulates charitable gambling in the state by licensing organizations, manufacturers and distributors—and ensuring compliance with laws. In addition, the regulatory board oversees game approval, audits and financial reporting to ensure that net profits go towards charitable and community needs across the state.

*Agency Transformation Phase: 2, Process Standardization*

During Process Standardization, a regulatory agency defines the right way to perform the work, along with the correct digital tools to use. Staff follow vetted processes that use best practices and meet regulatory compliance.

**Learn more:** [Phase 2: Process Standardization](#)

**Opportunities and Solutions**

**Offline Manual Processes**  
*Opportunity:* Many processes at the Minnesota Gambling Control Board happened manually, with applications and renewals submitted and reviewed on paper or by email. The process created inefficiencies, especially given the agency's complex regulatory oversight and the large number of permit and application types they managed.

*Solution:* To address these issues, the regulatory agency partnered with GL Solutions to fast-track modernization. They asked for a "web-first" approach, to bring every application, renewal and business process online. The digital transformation helps the agency streamline workflows and improve routing, enabling efficient tracking and processing of the large volume of application types. In addition, digitizing processes strengthens regulatory oversight and aligns the agency with industry standards.

**Inconsistent Workflow Processes**  
*Opportunity:* A lack of defined and documented business processes presented another significant challenge for the Minnesota Gambling Control Board. Without clear instructions for performing their work, the staff struggled to consistently and efficiently use the system, especially as it evolved. The processes needed updating, as staff relied on internal, unwritten knowledge to perform their tasks.

*Solution:* The solution involved developing and implementing clearly defined processes, supported by comprehensive business process guides. These guides provide staff with step-by-step instructions on how to use the modernized licensing system, mapping out every major workflow, including applications, renewals, inspections and enforcement. These guides, integrated in the GL Suite application, reduce reliance on informal knowledge and ensure consistency across the agency. The new approach empowers the team at the Minnesota Gambling Control Board to make the most of the new digital tools and enables continuous process improvements across the agency.

**Links:** [Regulatory Agency Modernization](#)  
[Licensing and Permitting Solutions](#)  
[Minnesota Gambling Control Board](#)

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The Minnesota Gambling Control Board adopted GL Suite to manage thousands of gambling licenses and renewals efficiently. By automating workflows, notifications, and reporting, the agency reduced manual effort and improved turnaround times for compliance-critical processes.

### *Track Progress*

GL Suite’s dashboards and task routing ensured accountability and visibility across licensing workflows.

### *Identify Bottlenecks*

Built-in metrics highlighted delays, enabling managers to optimize workloads.

### *Boost Productivity*

Automation handled repetitive tasks like renewal reminders, late fee calculations, and compliance notifications—freeing staff for higher-value work.

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# CONCLUSION

Modernizing and securing state technology systems remains essential for resilience, efficiency, and public trust. Success requires strategic infrastructure moves. Cloud hosting ensures uptime and compliance, configurable platforms enable agility, and interoperability breaks down silos for better service delivery. Proactive cybersecurity safeguards sensitive data, while workflow automation streamlines operations and boosts productivity. By embracing these five strategies, agencies better meet legislative demands, adapt to emerging technologies, and deliver superior service to citizens.

We based our eBook on insights from a podcast interview with Ryan Pedersen, CTO of GL Solutions, where he shared practical steps for future-proofing state technology systems. **[Listen to that interview here.](#)**



# NEXT STEPS

Connect with GL Solutions to unlock the full potential of your agency's modernization journey. Our experts will show you how GL Suite and our Agency Transformation service deliver:

- **Stronger security and compliance** with GovRAMP-ready solutions
- **Faster workflows and automation** to reduce staff burden
- **Future-ready technology** that scales with your agency's needs

Let's explore how these capabilities can help you achieve efficiency, resilience, and public trust.

**Visit:** [www.glsolutions.com](http://www.glsolutions.com) | Email: [hello@gl solutions.com](mailto:hello@gl solutions.com) | Call: 800-930-1193

