How AIOps
Eliminates
Operational
Inefficiencies
in Government
Networks

The Takeaway:

Facing tighter budgets driven by new efficiency mandates, state and local governments are using AI-powered automation to enhance IT performance, bolster cybersecurity and optimize the delivery of critical public services.

As public expectations for digital services grow, government IT leaders must streamline operations, reduce costly inefficiencies and improve outcomes.

Yet today's state and local government networks often rely on a patchwork of outdated tools, manual configurations and limited visibility across environments. Scaling is difficult. Troubleshooting can be reactive and time-consuming. When small teams manage massive environments, operational inefficiencies are inconvenient and expensive.

These pressures also come at a time of fiscal uncertainty. Budget cuts have reshaped the landscape for agencies, and many governments are creating efficiency offices.

Workforce retention is another concern. Dwindling resources make it difficult to attract and keep talent, and many IT staff members are near retirement age.

"CIOs are prioritizing cybersecurity, digital government, responsible AI and workforce," says Ben Caruso, field chief technology officer for state and local government at Juniper Networks, a leading provider of networking solutions. "These priorities place dependencies and demands on the network, and AI for IT operations (AIOps) can help government

IT organizations eliminate the inefficiencies that are getting in the way."

Juniper Networks' Mist AI, a solution that features AIOps, is a secure, scalable platform based on a decade of AI development and refined in government and enterprise environments. The AI-native platform helps IT teams proactively resolve issues, reduce downtime and simplify the management of complex networks.

AIOps is not just an upgrade for government — it's critical. Automation and real-time insight are the most sustainable ways to deliver secure, high-performing digital services with limited resources.

Why AIOps?

Juniper Mist AI offers the following advantages for state and local governments.

1. The proven AI model runs on cloud-native architecture. The AIOps engine runs on a modern, microservices-based cloud architecture specifically built for AI networking. The Gartner Magic Quadrant for Wired and Wireless LAN Infrastructure has recognized it for "Highest in Execution and Furthest in Vision" for three consecutive years.

2. Its closed, secure AI was built for IT operations. Juniper's AI is a closed system trained on curated telemetry data and simulated experiences, not internet content. That ensures firm security boundaries and eliminates the risk of data leakage.

3. The platform offers full-stack visibility, automation and assured user experiences. The platform enables management of and real-time insights into user and device experiences for Wi-Fi, wired, WAN, data center and security infrastructure. These insights can be used to proactively fix issues on the network, track critical assets throughout the organization and deliver higher engagement. Features like dynamic packet capture, auto-remediation workflows and simulated user experience — using digital twins that Juniper calls "Marvis Minis" — can reduce trouble tickets by as much as 90%.

Real-World Results: From Complexity to Clarity

Government agencies throughout the U.S. are seeing measurable impact with Juniper Mist AI.

☐ **City of Philadelphia:** Using Juniper Mist AI, four IT staff members run a network that supports 30,000 employees. On a day-to-day basis, only two or three people are needed to manage the network.

☐ **California Department of Water Resources:** By deploying Juniper Mist across its 36 locations, the agency saved $1 million in network operating expenses, saw an 80% increase in data center network capacity and can now provision new sites in less than an hour.

☐ **U.S. Department of Veterans Affairs Orlando VCA Medical Center:** Using Juniper Mist's Bluetooth technology, the Medical Center helps patients with issues like requesting wheelchair service, wayfinding across the extensive campus and security.

Transforming Government IT

Juniper Mist AI makes it possible for state and local governments to:

- Modernize legacy systems and reduce downtime
- Cut costs through cloud-based automation and fewer on-premises devices
- Meet strict compliance and cybersecurity standards
- Enhance service delivery, even with limited staff

"With the uncertainty in federal funding, state and local governments creating efficiency offices, and major federal funding programs ending soon, it's time to test the market," Caruso says. "Talk to other governments that have leveraged Juniper AIOps for networking. There's no risk in a proof of concept or a total cost of ownership study, only gain."

The Bottom Line:

In a world where efficiency offices have become the norm, AIOps gives government IT an operational advantage by simplifying network management and automating routine tasks.

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Juniper Networks believes that connectivity is not the same as experiencing a great connection. Mist™, Juniper's AI-native networking platform, is built from the ground up to leverage AI to deliver exceptional, highly secure, and sustainable user experiences from the edge to the data center and cloud. Additional information can be found at **juniper.net** or connect with Juniper on X (formerly Twitter), LinkedIn, and Facebook.