

Fed Future 2030

Unleashing data and AI for
transformational results

CGI



Imagine a future where the federal government anticipates your needs and delivers personalized services, a future where government decisions are powered by the most complete, comprehensive, credible real-time data available.

At CGI, we challenge ourselves—and our clients—to truly unleash the power of data and AI to transform federal missions. To achieve this future, we need to address some core questions:

- How do we harness advanced data and analytical tools to navigate the complexity of federal operations and deliver on our commitments to the American people?
- With the hype around AI, and generative AI in particular, how do we bridge the gap between potential and practicality?



We suggest a bold, three-pronged approach.



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First, build the foundation.

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Second, unlock the potential.

3

Third, transform for impact.

Build the foundation: infrastructure, strategy and skills

To achieve our vision for a government that delivers more personalized experiences and dynamic decision-making, we need to invest in a solid foundation focusing on these three areas:



Modernize data infrastructure

Agencies need robust cloud platforms, data lakes and secure communication channels to handle the vast amounts of data we generate. Expand investment in cloud-based data repositories and dedicate resources to advancing secure interagency data-sharing platforms.



Mature data strategy

Every agency needs a clear roadmap for data management. This includes data in-take, data governance, data privacy and security, data quality and ethical frameworks for AI development. Establish the roadmap to 2030 (and beyond) and hold the organization accountable for actualizing it.



Invest in AI and data talent

Federal leaders recognize the imperative to train our workforce in data science, AI, and machine learning. We need data architects, analysts, AI specialists, and ethical AI champions to guide the transformation. In addition, we need everyone in the federal workforce to have a basic level of competency in the data and automations relevant to their functions.

Unlock the potential: partnerships for innovation

We achieve more when working together. Increase the value of federal data initiatives by challenging current constraints and inviting others to leverage data in new ways to advance the mission.

Promote interagency collaboration

The work has begun to break down data silos within federal organizations and even across agencies. However, we need to do more so that agencies can share not only data but insights. Technology advances in areas such as data immutability can support these efforts. Working across agency lines, we must co-develop data-driven solutions. Collaborative AI platforms will help foster cross-pollination of ideas and address complex challenges. Yes, let's learn from what other agencies are doing, but, more importantly, let's work together to co-create solutions.



Unlock the potential: partnerships for innovation



Embrace open data initiatives

The federal government must continue to make non-sensitive federal data accessible to researchers, innovators, and entrepreneurs. Open data access fuels groundbreaking solutions that benefit both government and citizens. In an era where data equals power, government must help level the playing field wherever possible with timely and easy access to data that can power the possible.



Partner with industry

Agency leaders should continue to engage the expertise of private companies in areas such as AI, cloud computing, and data analytics. Agencies can and should partner with diverse businesses—from global powerhouses to enthusiastic start-ups, large and small businesses alike—to solve our nation's biggest challenges. For example, leveraging public-private partnerships, NASA has reinvigorated its space programs in ways that benefit both the agency and the commercial space industry. Where can other mission areas do the same and chart a new course forward?

Transform for impact: human connections, measurable outcomes

By 2030, constituents will expect even more from government than they do today. As we expand the use of technology, we must keep the human element front and center.

- **Build public trust:** Be transparent about data collection and AI usage. Public education and dialogue are crucial to fostering trust and addressing concerns about privacy and fairness.
- **Prioritize human oversight and explainability:** Automation and AI must complement, not replace, human judgment. Increasingly, the American public will demand authentic, empathetic interactions with federal processes. That expectation requires the human touch. As we modernize systems and processes, determine where to interject humans into the process for results that infuse trust.
- **Focus on outcomes:** It's easy to get lost in the data. Instead, prioritize specific policy goals and track the impact of data- and AI-powered initiatives. As the federal government increases its focus on evidence-based decision-making, processes—especially those supported by AI—must measure effectiveness aligned to mission priorities.



Technology is a key element in achieving a more effective government in 2030. However, technology serves only as an enabler of the transformation that federal constituents demand. As we leverage data and AI, we must all keep a keen focus on both the human element and mission results. That's a Fed Future to get excited about.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments.

Our 45+ year history serving federal customers gives us a unique vantage point from which to understand your challenges and move with agility to solve them. We operate at the intersection of bold thinking and disciplined execution to rapidly achieve uncommon outcomes at scale.

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