

2017 CGI Client Global Insights

**STATE AND LOCAL
GOVERNMENT**

**Client insights
and CGI
perspectives
on digital
transformation**



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Each year, CGI's executives and local leaders meet face-to-face with business and IT leaders to hear their perspectives on the trends affecting their organizations and the implications for their business.

We conducted 392 in-person interviews with government clients

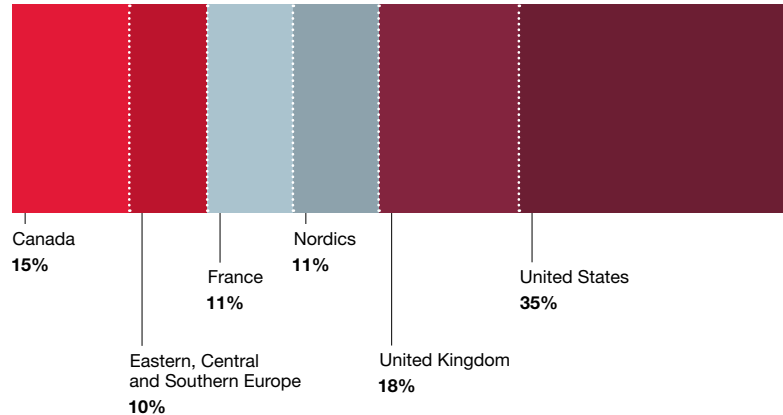
3 sectors

- Central and federal (169)
- State and local (136)
- Defense, intelligence and space (87)

42%
business leaders

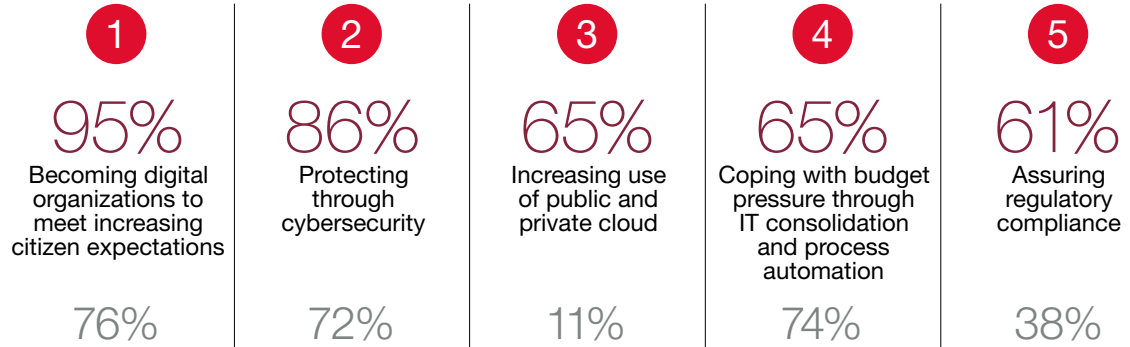
58%
IT leaders

Percentage of interviews covered by CGI's major regions

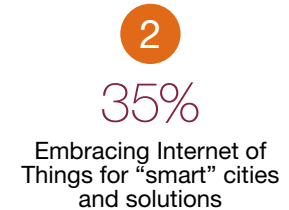


The client insights demonstrate that digital transformation and cybersecurity take on greater importance.

Top 2017 trends in state and local government with 2016 comparison



Looking ahead, executives cite the following as their top emerging trends.



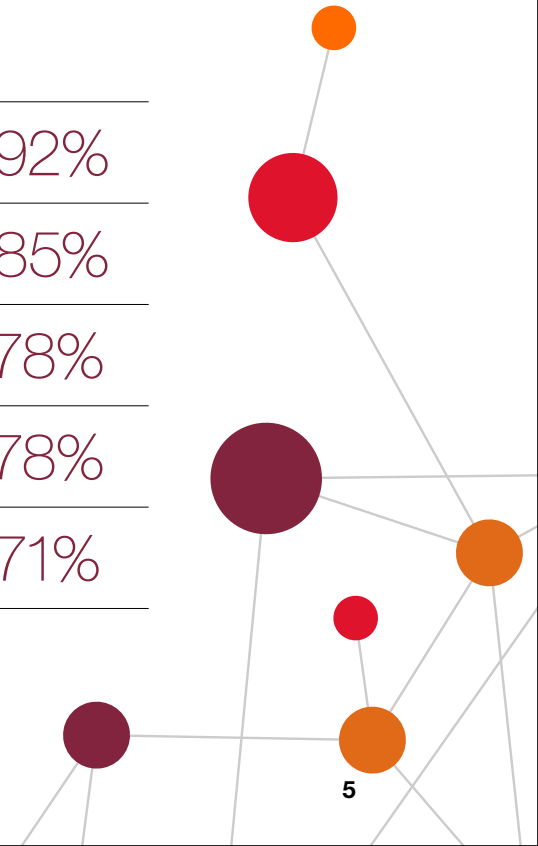
Top investment areas highlight focus areas for client innovation.

	Now	Within 3 years
Digital transformation	78%	90%
Data and predictive analytics	56%	79%
Cybersecurity	67%	75%
Need to modernize	61%	73%
Operational improvement	67%	65%
Collaboration across the ecosystem	50%	58%



State and local government business and IT leaders interviewed align on the priority to become digital to meet citizen expectations, and that transformation requires IT modernization to proceed as does protecting operations through cybersecurity.

Rank	Top business priorities	Top IT priorities
1	Improve citizen services and experience 89%	Drive IT modernization to improve efficiency 92%
2	Optimize today's operations and do better for less 86%	Digitize and automate business processes to deliver better citizen service 85%
3	Protect the organization as cybersecurity and risks mature 77%	Protect through cybersecurity 78%
4	Harness the power of data analytics to improve insight 70%	Establish effective IT roadmap, governance and management 78%
5	Collaborate across the boundaries of our organization 59%	Embrace new and agile IT delivery models 71%



A network diagram with various sized orange circles connected by thin lines, set against a red-to-orange gradient background.

As digital technologies shape customer and citizen expectations, client executives are positioning their organizations ahead of these changes. Learn more about their insights and our perspectives.

Contact us to schedule a discussion.

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