2018 trends at a glance

CENTRAL AND FEDERAL GOVERNMENT

TOP TRENDS
% of central and federal government executives citing top trends

1. Protecting through cybersecurity
   - All responses: 91%
   - North America: 88%
   - Europe: 95%

2. Becoming digital organizations to meet increasing citizen expectations
   - All responses: 85%
   - North America: 77%
   - Europe: 90%

3. Assuring regulatory compliance
   - All responses: 79%
   - North America: 76%
   - Europe: 81%

4. Dealing with budget constraints
   - All responses: 72%
   - North America: 69%
   - Europe: 77%

5. Implementing agile solutions
   - All responses: 70%
   - North America: 72%
   - Europe: 69%

TRANSFORMATION STAGE
Digital strategy implementation
- For the entire enterprise extending to our external partners and suppliers
  - Producing results: 5%
  - Launching: 11%
  - Building: 31%
  - Don’t know: 24%
  - Other: 23%

Of the executives who say they have a defined digital strategy, 22% are launching, have operationalized or are realizing results from a strategy that includes their ecosystem partners.

Technology implementation
- Analytics and business intelligence (BI)
  - Investigating: 32%
  - Proof of concept: 15%
  - Transformation in progress: 21%
  - Transformation achieved: 6%
  - Not for us: 7%
  - Other: 19%

Central and federal government executives indicate a growing focus on analytics and BI to enhance insight and inform decision-making.

BENCHMARKING
We asked business and IT executives to rank their satisfaction with their own IT organizations based on the 10 key attributes of a world-class IT organization.

Central and federal government satisfaction scores are below the global average.

Business leader satisfaction vs. IT leader satisfaction
Scores from 1 to 10, with 10 most satisfied

- Providing cost-effective service
  - Business leaders: 5.2%
  - IT leaders: 5.9
  - Industry avg. 5.5
  - Global avg. 6.1
- Delivering on time and on budget
  - Business leaders: 5.2%
  - IT leaders: 5.6
  - Industry avg. 5.3
  - Global avg. 5.9

CGI can provide a discussion of all available benchmarking from our interview data, including each client’s positioning, on topics such as IT satisfaction, IT budgets, innovation investments, digital maturity and more.

Top challenges to digital transformation
- Once again this year, cultural change and change management is cited as the top barrier to digital transformation.

Discover additional central and federal government insights and request access to more industry reports by contacting us at info@cgi.com.