STATE, PROVINCIAL AND LOCAL GOVERNMENT
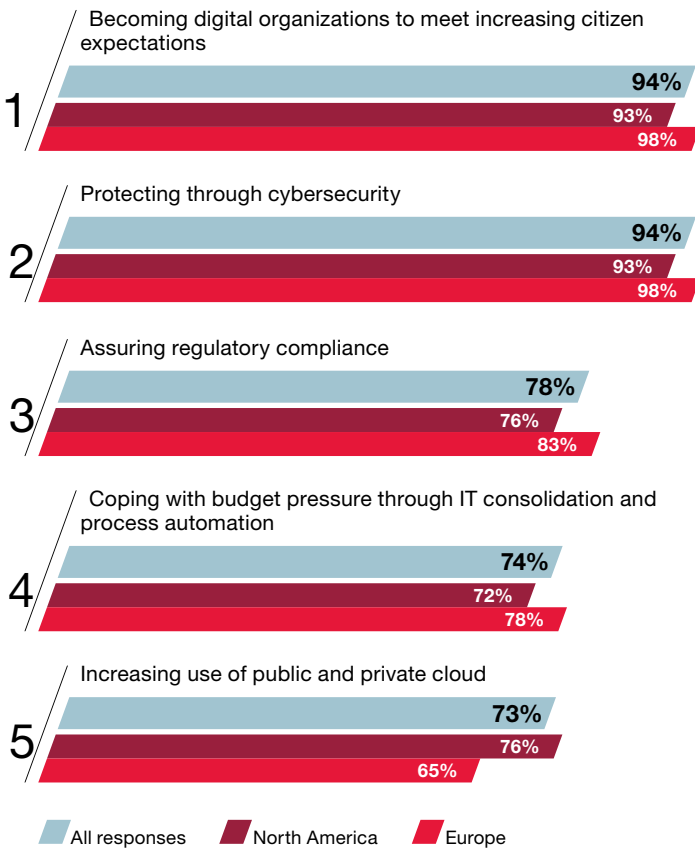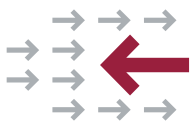
TOP TRENDS

% of state, provincial and local government executives citing top trends

1 Becoming digital organizations to meet increasing citizen expectations
- 94% (All responses)
- 93% (North America)
- 98% (Europe)

2 Protecting through cybersecurity
- 94% (All responses)
- 93% (North America)
- 98% (Europe)

3 Assuring regulatory compliance
- 78% (All responses)
- 76% (North America)
- 83% (Europe)

4 Coping with budget pressure through IT consolidation and process automation
- 74% (All responses)
- 72% (North America)
- 78% (Europe)

5 Increasing use of public and private cloud
- 73% (All responses)
- 76% (North America)
- 65% (Europe)

Legend: ■ All responses ■ North America ■ Europe

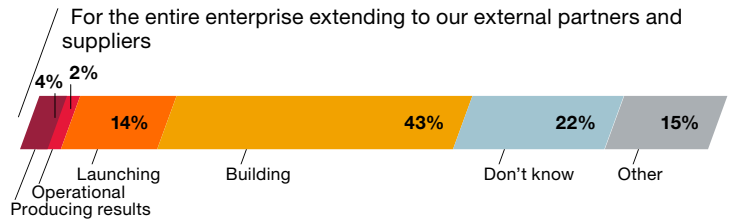### Top challenges to digital transformation

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

Discover additional state, provincial and local government insights and request access to more industry reports by contacting us at **info@cgi.com**.
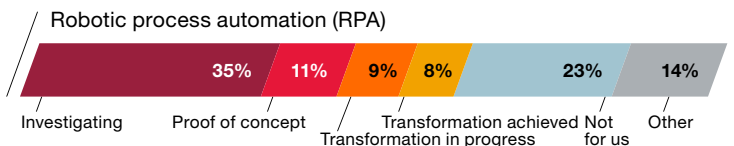
TRANSFORMATION STAGE

Digital strategy implementation

For the entire enterprise extending to our external partners and suppliers

4%	2%	14%	43%	22%	15%

- Operational
- Producing results
- Launching
- Building
- Don't know
- Other

Of the executives who say they have a defined digital strategy, 20% are launching, have operationalized or are realizing results from a strategy that includes their ecosystem partners.

Technology implementation

Robotic process automation (RPA)

35%	11%	9%	8%	23%	14%

- Investigating
- Proof of concept
- Transformation in progress
- Transformation achieved
- Not for us
- Other

State, provincial and local government executives indicate that they are evaluating RPA as agile delivery methods become more mainstream.
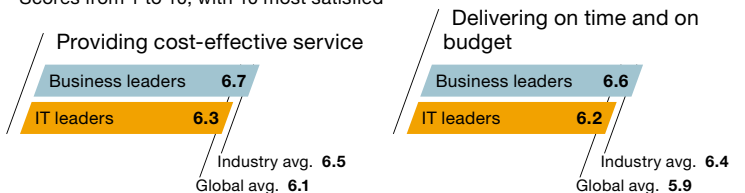
BENCHMARKING

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. State, provincial and local government satisfaction scores are above 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 6.7
- IT leaders 6.3
- Industry avg. 6.5
- Global avg. 6.1

Delivering on time and on budget
- Business leaders 6.6
- IT leaders 6.2
- Industry avg. 6.4
- 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.