Top trends at a glance

CENTRAL AND FEDERAL GOVERNMENT

In 2019, CGI leaders met face-to-face with more than 1,550 business and IT executives to gather their perspectives on the trends affecting their enterprises. This infographic shares sample insights. Discover additional insights and request the complete industry report by contacting us at info@cgi.com.

Top trends ranked by impact

<table>
<thead>
<tr>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Become digital to meet citizen expectations</td>
<td>1. Become digital to meet citizen expectations</td>
</tr>
<tr>
<td>2. Protect through cybersecurity</td>
<td>2. Protect through cybersecurity</td>
</tr>
<tr>
<td>3. Address flat budgets and economic lags constricting spend</td>
<td>3. Assure regulatory compliance</td>
</tr>
<tr>
<td>4. Assure regulatory compliance</td>
<td>4. Address flat budgets and economic lags constricting spend</td>
</tr>
<tr>
<td>5. Increase use of public and private cloud</td>
<td>5. Implement agile solutions</td>
</tr>
</tbody>
</table>

Stage of digital strategy implementation

- 43% defined strategy for the entire enterprise
- 11% enterprise strategy extending to external ecosystem
- 12% enterprise strategy* producing results

*includes enterprise strategy and enterprise strategy extending to external ecosystem

Cybersecurity and data privacy

- 95% formal security policy in place
- 30% cybersecurity as an IT priority fully operational
- 68% chief data protection officer in place

Cloud usage

- For own organization:
  - Private cloud: 79%
  - Public cloud: 65%
  - Hybrid cloud: 44%

- For citizens/customers:
  - Private cloud: 60%
  - Public cloud: 67%
  - Hybrid cloud: 45%

Percentages represent “yes” answers. Executives can select multiple cloud usage types. “No” and “other” answers are not shown.

Business leader satisfaction vs IT leader satisfaction

Scores from 1 to 10, with 10 most satisfied (showing 3 out of 10 available attributes)

- Consistently introducing applicable innovations for the business:
  - IT leaders: 5.3
  - Business leaders: 5.8

- Delivering IT projects on time and on budget:
  - IT leaders: 6.6
  - Business leaders: 6.1

- Providing IT services aligned with line of business needs:
  - IT leaders: 6.8
  - Business leaders: 6.3

Learn more about how we benchmark IT satisfaction through our Journey to World-Class IT methodology: cgi.com/journey

© 2019 CGI Inc. All rights reserved.