

### Top trends at a glance



2019

2010

#### **CENTRAL AND FEDERAL GOVERNMENT**

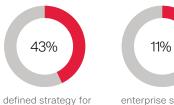
In 2019, CGI leaders met face-to-face with more than 1,550 business and IT executives to gather their perspectives on the trends affecting their enterprises. This infographic shares sample insights. Discover additional insights and request the complete industry report by contacting us at **info@cgi.com**.

2040

#### Top trends ranked by impact

2018	2019
Become digital to meet citizen expectations	Become digital to meet citizen expectations
2. Protect through cybersecurity	2. Protect through cybersecurity
Address flat budgets and economic lags constricting spend	3. Assure regulatory compliance
Assure regulatory compliance	4. Address flat budgets and economic lags constricting spend
5. Increase use of public and private cloud	5. Implement agile solutions

#### Stage of digital strategy implementation



the entire enterprise

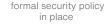




enterprise strategy\* producing results

#### Cybersecurity and data privacy







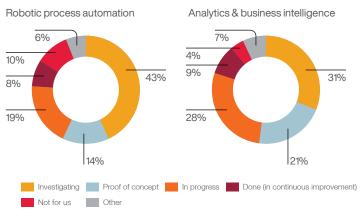
cybersecurity as an IT priority fully operational



chief data protection officer in place

\*Includes enterprise strategy and enterprise strategy extending to external ecosystem

# Stage of **digital technology** implementation



#### Cloud usage

For own organization
Private cloud
Public cloud

65%

For citizens/customers
60%
67%
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)



Hybrid cloud

Consistently introducing applicable innovations for the business



Delivering IT projects on time and on budget



Providing IT services aligned with line of business needs

IT leaders Business leaders

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