

### Top trends at a glance



2019

### **UTILITIES**

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

2018

1. Becoming digital organizations to meet customer expectations and grow

1. Becoming digital organizations to meet customer expectations and grow

2. Assuring regulatory compliance and preparing for the introduction of new market mechanisms

3. Protecting through cybersecurity

3. Optimizing investment and operational cost of assets

4. Optimizing investment and operational cost of assets

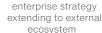
5. Changing business and operating models to address distributed

5. Changing business and operating models to address distributed

#### Stage of **digital strategy** implementation



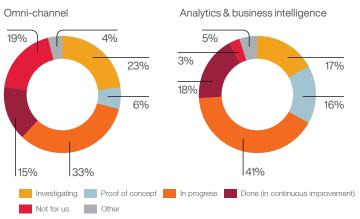
the entire enterprise





enterprise strategy\*
producing results

# Stage of **digital technology** implementation



### Cybersecurity and data privacy







cybersecurity as an IT priority fully operational



chief data protection officer in place

### Cloud usage

For own organization
Private cloud
Public cloud
72%
72%

Public cloud 72%
Hybrid cloud 45%

65% 60% 44%

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



Running a secured IT environment and ensuring data privacy



Delivering IT projects on time and on budget

IT leaders Business leaders

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

<sup>\*</sup>Includes enterprise strategy and enterprise strategy extending to external ecosystem