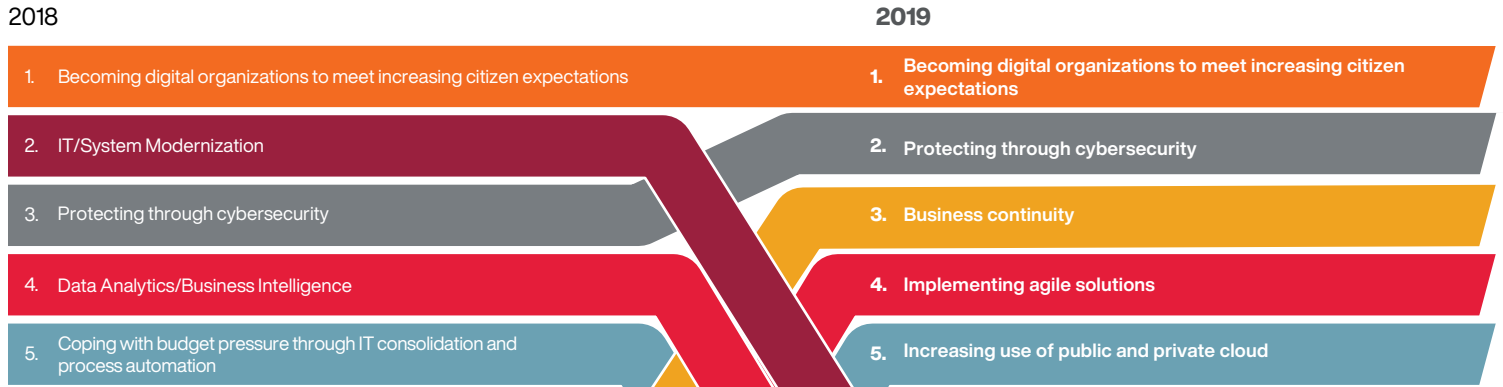# Top trends at a glance

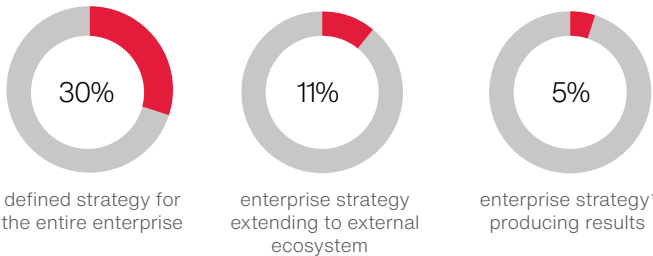# PROVINCIAL AND LOCAL GOVERNMENT IN CANADA

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 from Canada. Discover additional insights and request the complete industry report by contacting us at info@cgi.com.
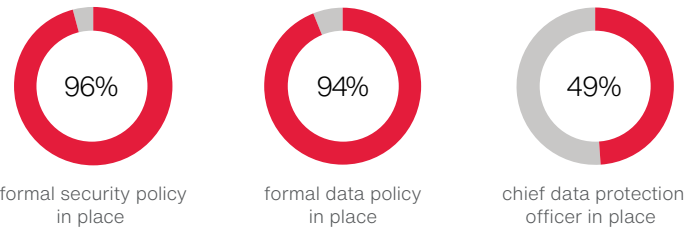
Top trends ranked by impact

2018

1. Becoming digital organizations to meet increasing citizen expectations
2. IT/System Modernization
3. Protecting through cybersecurity
4. Data Analytics/Business Intelligence
5. Coping with budget pressure through IT consolidation and process automation

2019

1. Becoming digital organizations to meet increasing citizen expectations
2. Protecting through cybersecurity
3. Business continuity
4. Implementing agile solutions
5. Increasing use of public and private cloud

Stage of digital strategy implementation

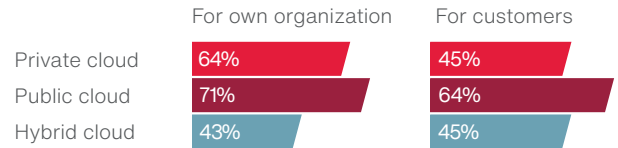A total of 85% of Canadian government executives share they have some form of digital strategy in place

- **30%** defined strategy for the entire enterprise
- **11%** enterprise strategy extending to external ecosystem
- **5%** enterprise strategy* producing results

*Includes enterprise strategy and enterprise strategy extending to external ecosystem

Stage of digital technology implementation

Robotic process automation
- 9%
- 7%
- 17%
- 39%
- 15%
- 13%

Artificial intelligence
- 39%
- 4%
- 50%
- 7%

Legend:
- Investigating
- Proof of concept
- In progress
- Done (in continuous improvement)
- Not for us at this time
- Other

Agile adoption

- 12%
- 12%
- 14%
- 2%
- 60%

Legend:
- For select projects
- Across an entire department
- Introduction level across the enterprise
- Not for us at this time
- Other

Cybersecurity and data privacy

- **96%** formal security policy in place
- **94%** formal data policy in place
- **49%** chief data protection officer in place

Cloud usage

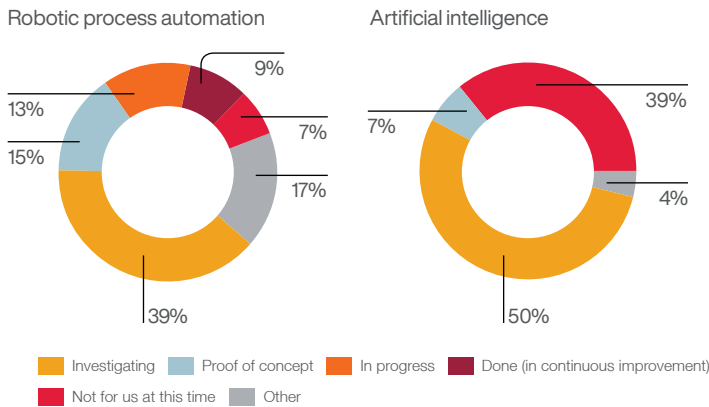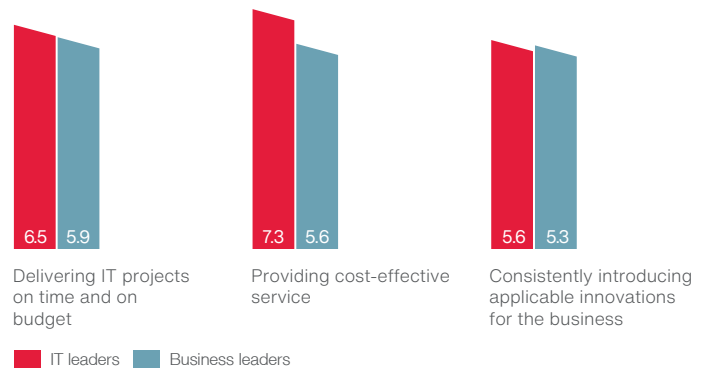|	For own organization	For customers
Private cloud	64%	45%
Public cloud	71%	64%
Hybrid cloud	43%	45%

Percentages represent "yes" answers. Executives can select multiple cloud usage types. "No" and "other" answers are not shown.
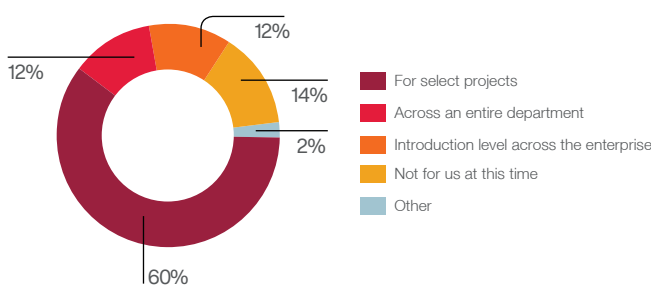
Benchmarking - Business leader satisfaction vs IT leader satisfaction

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

Attribute	IT leaders	Business leaders
Delivering IT projects on time and on budget	6.5	5.9
Providing cost-effective service	7.3	5.6
Consistently introducing applicable innovations for the business	5.6	5.3

Legend:
- IT leaders
- Business leaders

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