



2020 CGI CLIENT
GLOBAL INSIGHTS

Central and Federal Government Insights Summary

Each year, we meet with client executives to get their views on the trends affecting their organizations and industries. Through the CGI Client Global Insights, we analyze these findings to provide a valuable global antenna by industry—based on facts, not hype—to benchmark best practices. This summary shares sample insights from our central and federal government client executives.

Meeting citizen expectations still dominates

Becoming digital organizations to meet increasing citizen expectations is the top trend by impact once again in 2020. The top business and IT priorities are focused on improving citizen services.

> Top trend by impact

Becoming digital to meet increasing citizen expectations

> Top business priority by importance

Improve citizen services and experience

> Top IT priority by importance

Digitize/automate to improve citizen service, reduce costs



> **Post-pandemic declaration trends show rise in cybersecurity**

When comparing interviews before and after the pandemic declaration by the World Health Organization (WHO) on March 11, 2020, becoming digital to meet citizen expectations lessens in impact as a trend (-13%) while protecting through cybersecurity rises (+10%), when compared to earlier interviews.

> **Results from digital strategies are still low**

20 % of executives say their organizations are producing results from digital strategies, up from 15% in 2019; 88% have a strategy in place, up from 83% last year.

> **More executives cite implementing agile solutions as a top trend**

84 % report implementing agile solutions as a top trend, up 12 points from 2019.

> **More executives cite cultural change and change management as a barrier to transformation**

90 % say cultural change and change management is their top barrier to digital transformation, up from 85% in 2019.

> **Digital transformation is the top growing innovation investment area**

82 % of executives cite digital transformation as the top innovation investment area within the next 3 years, an increase of 6 points from 2019.

> **Few executives cite high satisfaction with innovation investment ROI**

28 % rate their satisfaction with innovation investment ROI at 8 or higher*, and 22% say it is too soon to tell.

> **IT modernization is top IT spending driver**

91 % of executives say that IT modernization is the main spending trend for their IT budgets, up one point from 2019.

Learn more at cgi.com/client-global-insights.

For a complete set of industry insights and to consult with one of our experts, contact us at info@cgi.com.

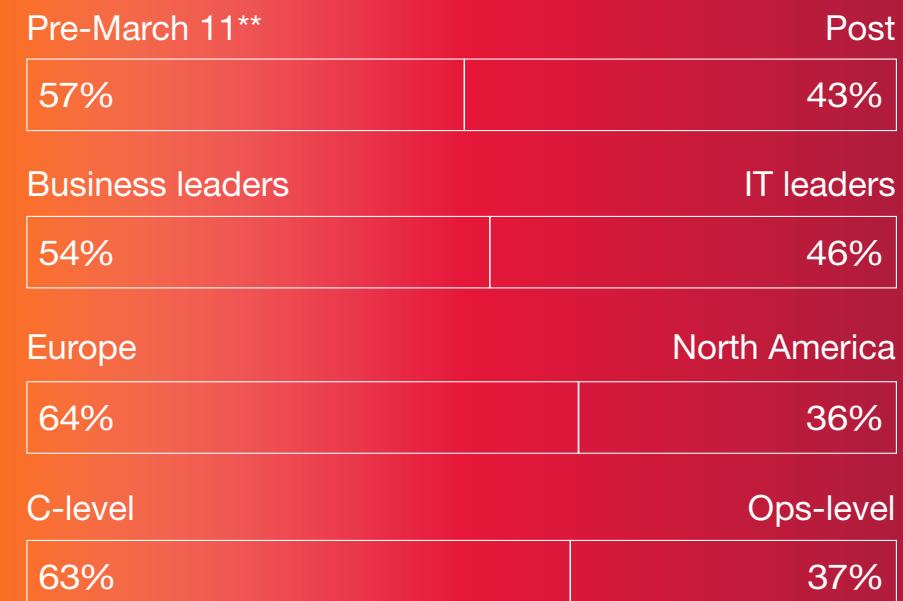
*Scale of 1 to 10 with 10 highest

About the insights

In 2020, we met with 1,447 business and IT executives. This summary shares sample insights from 198 central and federal government executives across 16 countries.

Interviews were conducted before and after the pandemic declaration, providing unique insights into evolving priorities.

Interview demographics



**Pandemic declaration by WHO