2023 Voice of Our Clients
Findings from interviews with executives in Central & Federal Government

Top trends & priorities

1. Technology and digital acceleration
   - Becoming digital to meet customer expectations
   - Improve citizen services and experience
   - Drive IT modernization to improve efficiency

2. Changing social demographics
   - Cybersecurity protection
   - Modernize systems and infrastructure
   - Digitize and automate business processes

3. Fight against climate change
   - Assuring regulatory compliance
   - Organizational protection for rising cybersecurity risks
   - Protect through cybersecurity
Executives we interviewed

Annually, CGI leaders meet with executives across industries and geographies to gather their perspectives on the trends affecting their enterprises:

1,764 across 21 industries
267 in Central & Federal Government

46% Business leaders
54% IT leaders
57% C-level
43% Operations

Digital strategy progress

Central & Federal Government progress in achieving digital strategy results is growing steadily over the past 3 years to 25%, slightly lagging the all-industries average of 30%.

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<thead>
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<th>2021</th>
<th>2022</th>
<th>2023</th>
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<tbody>
<tr>
<td>Digital strategy in place</td>
<td>80%</td>
<td>83%</td>
<td>87%</td>
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<tr>
<td>Producing expected results</td>
<td>14%</td>
<td>21%</td>
<td>25%</td>
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Key findings in Central & Federal Government

Legacy system challenges continue 82% say legacy systems are somewhat to very challenging to digital implementation.

Hiring IT talent remains difficult 85% cite challenge in acquiring IT talent, 5pp above the all-industries average.

Improving processes is key Digitizing and automating business processes is a top IT priority.

Focus on the citizen Improving services and experiences is the #1 business priority.

Modernization on the rise Those modernizing >20% of IT applications will grow from 40% now, to 61% in 2 years.
Digital leaders in Central & Federal Government

When comparing insights from the 25% producing results from digital strategies (digital leaders) to those building or launching digital strategies (digital aspirants), common attributes emerge.

The most pronounced advantage for digital leaders over aspirants is their ability to align IT and business operations to support their strategies.

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<tr>
<th>Feature</th>
<th>Digital leaders</th>
<th>Digital aspirants</th>
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<tbody>
<tr>
<td>Highly aligned IT and business operations to support strategy</td>
<td>60%</td>
<td>23%</td>
</tr>
<tr>
<td>Highly integrated IT and business operations to execute strategy</td>
<td>47%</td>
<td>21%</td>
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<tr>
<td>High agile to address digitization, including technology integration</td>
<td>31%</td>
<td>4%</td>
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<td>Produce results from cybersecurity strategies</td>
<td>53%</td>
<td>27%</td>
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<tr>
<td>Legacy systems pose less of a challenge</td>
<td>39%</td>
<td>50%</td>
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5 recommendations for creating more agile and responsive services

1. Focus on modernizing legacy systems
to unleash data that support missions, regulatory development and save costs.

2. Develop a robust talent strategy
to attract younger generations to government roles.

3. Continue automating business processes
to enhance citizen services.

4. Improve citizen experiences
to meet increasing expectations by using a digital-first policy.

5. Pursue collaborative strategies
to benefit from shared values and increase openness to re-use commercial solutions.

At CGI, we help Central & Federal Governments to deliver on enhancing citizen services and mitigating cybersecurity risks.

Learn more

Meet with our experts about these insights.

Schedule a discussion

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