

2023 Voice of Our Clients

Findings from interviews with executives in

State, Provincial & Local Government



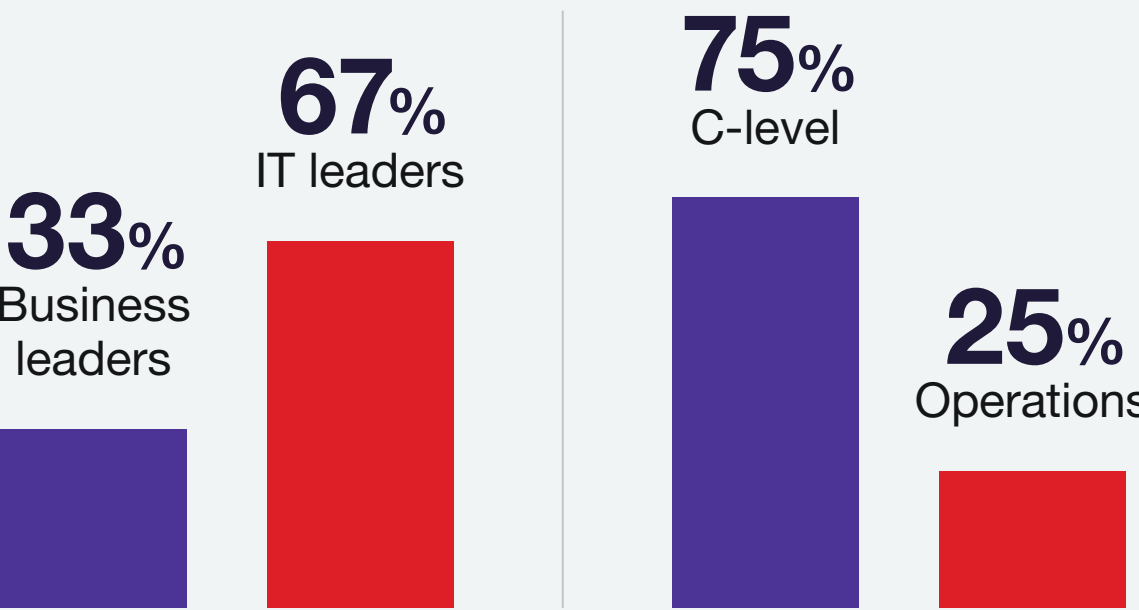
Top trends & priorities

	Macro trends	Industry trends	Business priorities	IT priorities
1	Technology and digital acceleration	Cybersecurity protection	Improve citizen services and experience	Digitize and automate business processes
2	Changing social demographics	Becoming digital to meet citizen expectations	Protect organization as cybersecurity risks mature	Drive IT modernization to improve efficiency
3	Reconfiguration of supply chains	Meeting budgetary demands	Optimize today's operations and do better for less	Protect through cybersecurity



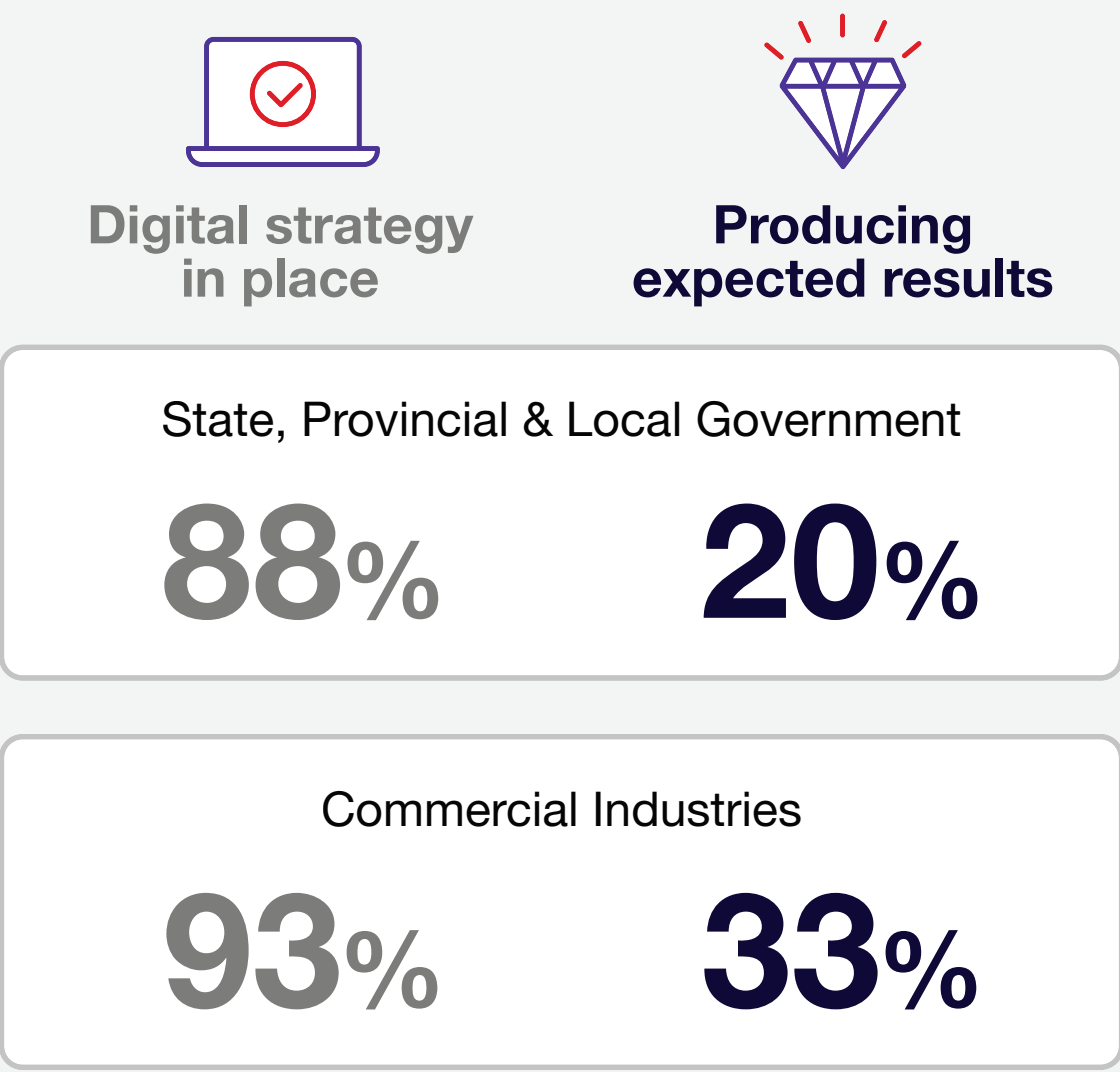
# Executives we interviewed

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

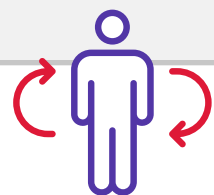


# Digital strategy progress

While most State, Provincial & Local Governments have a digital strategy in place, they are seeing slower progress in achieving results when compared to commercial industries.

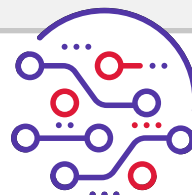


# Key findings in State, Provincial & Local Government



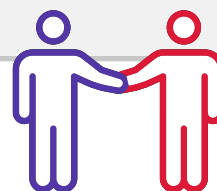
Change management  
is still key  
**69%**

say culture change remains the top constraint  
to achieving business priorities



Greater business model  
agility needed  
**just 14%**

say their business models  
are highly agile for digitization



Use of IT managed  
services to rise  
**54% cite**

using full or substantial managed services  
for IT applications now, rising to 57% in 2 years



Automation maturity grows  
Implementation efforts pivot toward  
**more advanced automation and AI**








Cybersecurity strategies progress  
**31%** **51%** are operational and  
are producing results from their cyber strategies

# Digital leaders in State, Provincial & Local Government

When comparing insights from the 20% producing results from digital strategies (**digital leaders**) to those building or launching digital strategies (**digital aspirants**), common attributes emerge.

For example, digital leaders in State, Provincial & Local Government more closely align and integrate their business and IT operations.

		Digital leaders	Digital aspirants
	See high impact of digitization on their business model	68%	55%
	Realize faster ROI from digitization strategy	31%	4%
	Closely align IT and business operations to support strategy	60%	23%
	Better integrate IT and business operations to execute strategy	47%	21%
	Produce results from cybersecurity strategies	37%	27%



# 5 recommendations for becoming a digitization and technology leader

**1 Motivate employees**  
through more effective change management.

**2 Use policies and frameworks**  
in more agile ways to accelerate results.

**3 Consider managed services**  
to put a clear focus on goals while meeting budgetary challenges.

**4 Use automation**  
that's end-to-end and implemented iteratively to get more out of your budget.

**5 Stay vigilant in IT security and compliance**  
to advance data management.



At CGI, we help State, Provincial & Local Governments improve citizen services through secure, digital operations.

[Learn more →](#)

Meet with our experts about these insights.

[Schedule a discussion →](#)