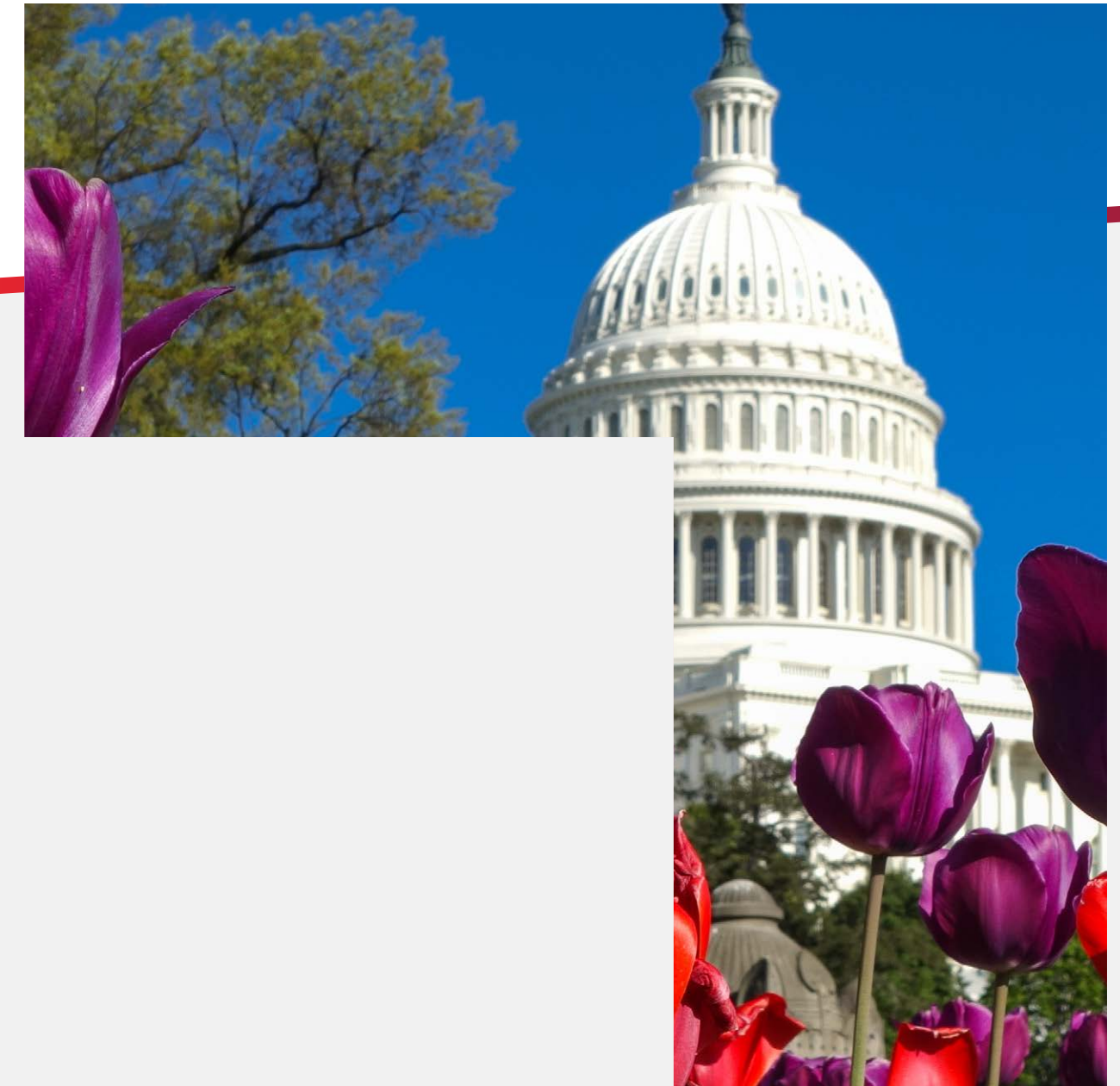


## 2023 Voice of Our Clients

Findings from interviews with executives in

# U.S. Federal Government



## Top trends & priorities

	Macro trends	Industry trends	Business priorities	IT priorities
1	Technology and digital acceleration	IT modernization and cloud services	Organizational protection for rising cybersecurity risks	IT modernization, data center consolidation, cloud
2	Changing social demographics	Cybersecurity protection	Modernizing systems and infrastructure	Driving IT modernization to improve efficiency
3	Supply chain reconfiguration	Becoming digital to meet citizen expectations	Improving citizen services and experience	Digitizing and automating business processes



# 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



**474** across government, globally



**100** in the U.S. federal government

# Digital strategy progress

The number of U.S. federal executives saying their organizations are producing expected results from their digital strategy lags other industries and global counterparts, with progress appearing to stall this year.

	All industries	Federal government, globally	U.S. federal government
2023	30%	23%	13%
2022	25%	19%	14%
2021	20%	13%	7%



# Key findings in U.S. federal government



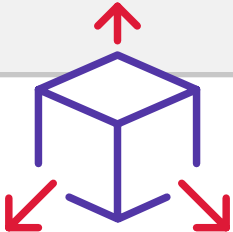
## Cyber strategy matures

**86%**

have cyber strategies in place

**54%**

have an enterprise-wide cyber strategy



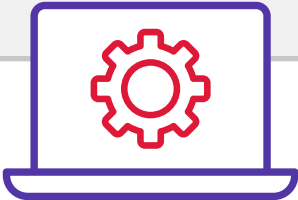
## Modernization expands despite challenges

**67%**

are implementing modernization plans

**76%**

are challenged by legacy systems



## Use of automation expands

**70%**

are implementing simple automation

**65%**

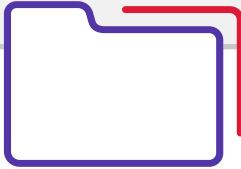
are leveraging robotic process automation



## Talent shortages remain

**63%**

have difficulties attracting and hiring IT talent



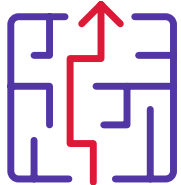

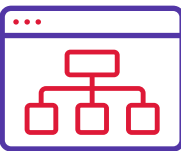
## Data strategies remain nascent

**11%**

indicate a holistic data strategy across the enterprise and partners

## Digital leaders in U.S. federal government

When comparing insights from those operational or producing results from digital strategies (digital adopters) to those building or launching digital strategies (digital aspirants), common attributes emerge. For example, digital adopters excel in aligning business and IT operations and see greater impact from digitization on their business model.

		Digital adopters	Digital aspirants
	Closely align IT and business operations <b>to support</b> strategy	67%	32%
	Integrating IT and business operations <b>to execute</b> strategy	67%	27%
	Feel <b>high impacts</b> from digitization on their business model	33%	5%



# 5 recommendations to accelerate the creation of mission value

- 1 Advance modernization of legacy systems to unleash the power of data**  
Enable missions, streamline regulatory development and save costs
- 2 Define a robust sourcing strategy to address talent gaps**  
Engage strategic partners to build long-term flexible relationships
- 3 Expand automation across key business processes**  
Institutionalize RPA at scale; pilot AI while considering policy triggers (security, privacy, equity), data quality and costs
- 4 Maintain laser focus on improving customer experience to meet increasing expectations**  
Focus on digital-first policy making, understanding that as you become more digital, citizens will expect more
- 5 Align across the organization on cyber security and risk alongside data sharing opportunities**  
Balance data-sharing and zero trust objectives to achieve mission results



CGI stands shoulder-to-shoulder with our federal clients, with an unwavering commitment to solving their toughest problems.

[Learn more →](#)

Meet with our experts about these insights.

[Schedule a discussion →](#)