

DIGITAL ADOPTIONS FOR A MODERNIZED CITIZEN-CENTRIC GOVERNMENT

Government agencies deliver critical services to citizens for safety, health, education, transportation, and even scientific innovations. Today's consumers expect the highest standards of personalization, options, speed, satisfaction, and security in every digital interaction. They are more informed, connected, and demanding than ever due to the latest technologies adopted by the private sector. Certainly, advanced technologies have been a springboard for advancements in agile policymaking, rapid service design, and remote working.

Aligning With Citizen Expectations

The priorities of citizens have shifted toward heightened convenience, reliability, authenticity, and transparency. A survey was conducted with the citizens on priorities for governments to improve the quality of public services.



Vital Findings



Driving Factors



The Way Forward

Advanced technologies such as algorithms, artificial intelligence, and robotic process automation have started to change some public jobs significantly. Public sector organizations have much to negotiate on how to be citizen-centric by integrating technology with the complex and idiosyncratic knowledge that humans possess to offer effective and personalized support.

80%
faster features will be available to agencies who are now using composable case management by 2024

75%
of governments will operate more than half of workloads using hyperscale cloud service providers by 2025

60%
of government organizations will look more keenly at business process automation by 2026

60%
of government AI and data analysis investments will directly impact real-time operational decisions and outcomes by 2024

Sources

- <https://emtemp.gcom.cloud/ngw/globalassets/en/publications/documents/2023-gartner-top-strategic-technology-trends-government-ebook.pdf>
- https://www.ey.com/en_gl/government-public-sector/meet-the-aspirational-technophiles
- <https://www.gartner.com/en/newsroom/press-releases/2023-04-17-gartner-announces-the-top-10-government-technology-trends-for-2023>
- <https://www2.deloitte.com/us/en/pages/consulting/articles/ai-dossier-government-public-services.html>

