



Trends 2023 **GOVERNMENT INDUSTRY**

Modular Government Company (MGS)

By 2024, more than 25% of public industry will focus on mission-critical systems and will require a variable solution architecture and licensing schemes that support a modular design approach. The concept of modular government enterprise originally comes from Composable Government Enterprise (CGE), a term borrowed from the private world, where a "composable" enterprise is understood as an organization with a rapid capacity to adapt to changes in the context and the business, through the use of multiple technological components of a modular nature that allow it to adapt. This approach is very much in line with the technological support maturity model for institutions, developed some years ago by Peter Weill of MIT.

Adaptive safety

It is predicted that by 2025, 75% of state IT leaders will need to take responsibility for security even beyond the technology aspects, including operational and mission-critical environments. Lack of ongoing training, integrated cybersecurity practices, and strong, stable teams can make it difficult for public organizations to respond to growing threats in the sector.

Digital Identity Ecosystems

It is predicted that by 2024, at least one-third of states will offer their citizens mobile device-based ID cards. However, only a minority will be interoperable across industries and jurisdictions. The scope and challenges of digital identity are rapidly expanding as states seek improvements to identification processes including new models and devices such as, BYOI, identity cards, secure identity of organizations and objects, and identity ecosystems to ensure reliable and usable access to services.

Total experience (TX)

Analysts point out that by 2023, most states without a total experience (TX) strategy will fail to successfully transform their services. The TX approach offers the state a way to improve talent management strategies and develop a stronger digital skill set in institutions, improving service delivery to citizens. The lack of a TX strategy can increase service friction, leading to the risk of service delays and unsatisfactory service experiences for citizens. Usability or user experience (UX) aspects are no longer enough, the analysis must be comprehensive and look at all aspects of services (front-end and back-end).

Everything as a service (XaaS)

According to Gartner's analysis, approximately 95% (over the next 3 years) of new IT investments made by public agencies will be in cloud-based solutions with service logic, i.e. of the XaaS type. XaaS includes several categories of IT infrastructure services and software as a service (IaaS, PaaS and SaaS).

Accelerated modernization of legacy technology

When pandemic began, the major legacy systems were unable to cope with the increased demand for these services, and transitional solutions had to be used. Therefore, public sector IT executives will have to make the modernization of these legacy systems an ongoing activity and not just consider it as a one-time investment. This process will take significant time and requires a proper migration process, as many of these legacy platforms support essential and mission-critical services.

Hyper-automation

75% of states will have at least three hyper-automation initiatives launched or underway in the next three years. Hyper-automation offers more than just the opportunity to deliver connected and seamless public services efficiently. It also aims to increase government efficiency through cross-cutting initiatives that focus on the end-to-end process, not just automating tasks in isolation and with siloed logic.

Decision-making intelligence

Gartner analysis indicates that by 2024, 60% of government investments in AI and data analytics will be aimed at directly influencing operational decisions and outcomes in real time. Planning and decisions must become increasingly predictive and proactive, using artificial intelligence, analytics and data science to significantly reduce the cost due to late intervention. The goal is to make government service delivery timely, without prejudice or discrimination.

Data exchange as a program

Data sharing in public administration is often ad-hoc, driven by high-profile incidents. In contrast, data interoperability and sharing must become a systematic and scalable approach to enable data reuse and service innovation. Achieving this will require a cultural shift from compartmentalizing data use to reusing data to better serve citizens.