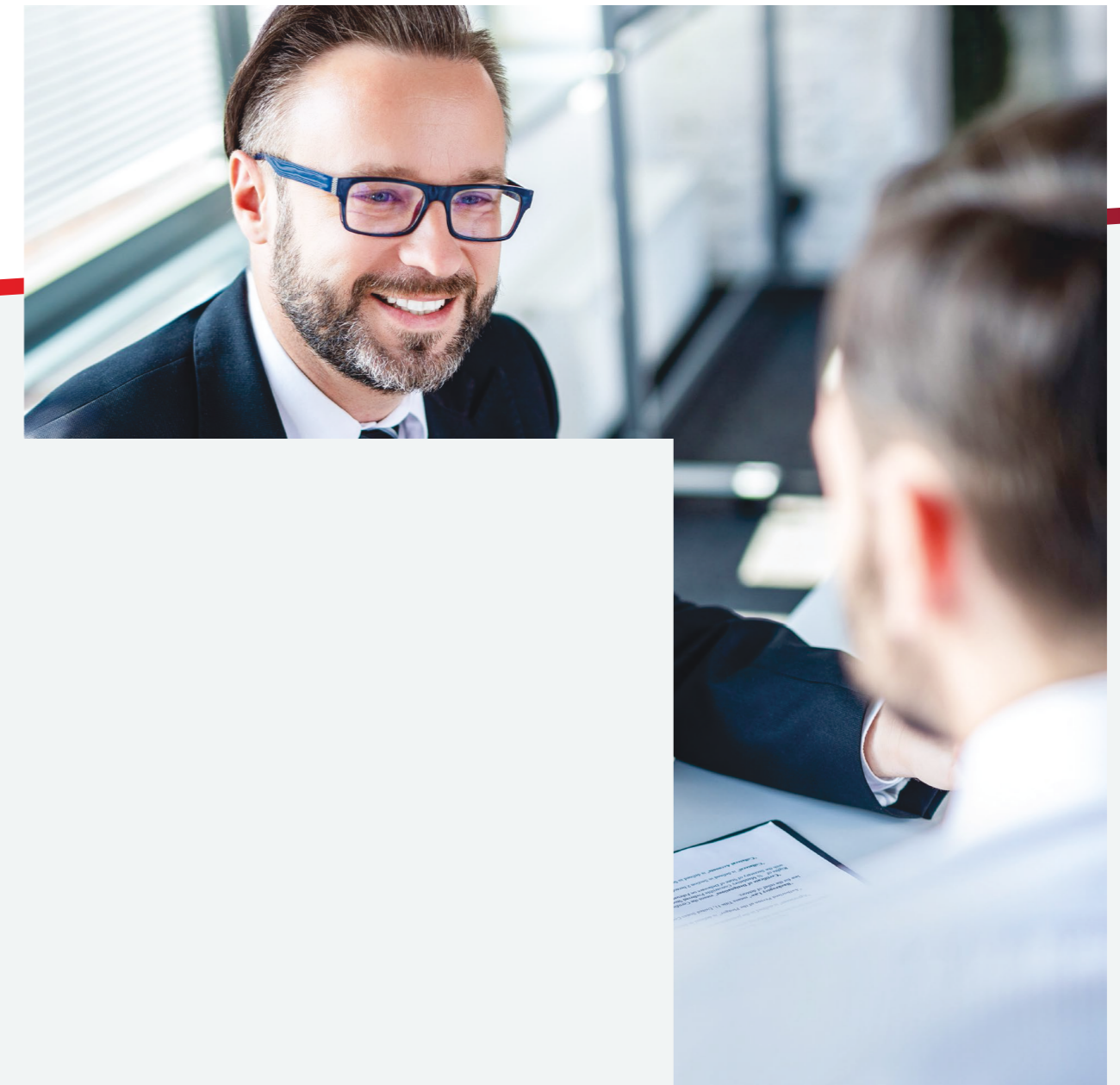


2023 Voice of Our Clients

Findings from interviews with executives in

Central & Federal Government



Top trends & priorities

	Macro trends	Industry trends	Business priorities	IT 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

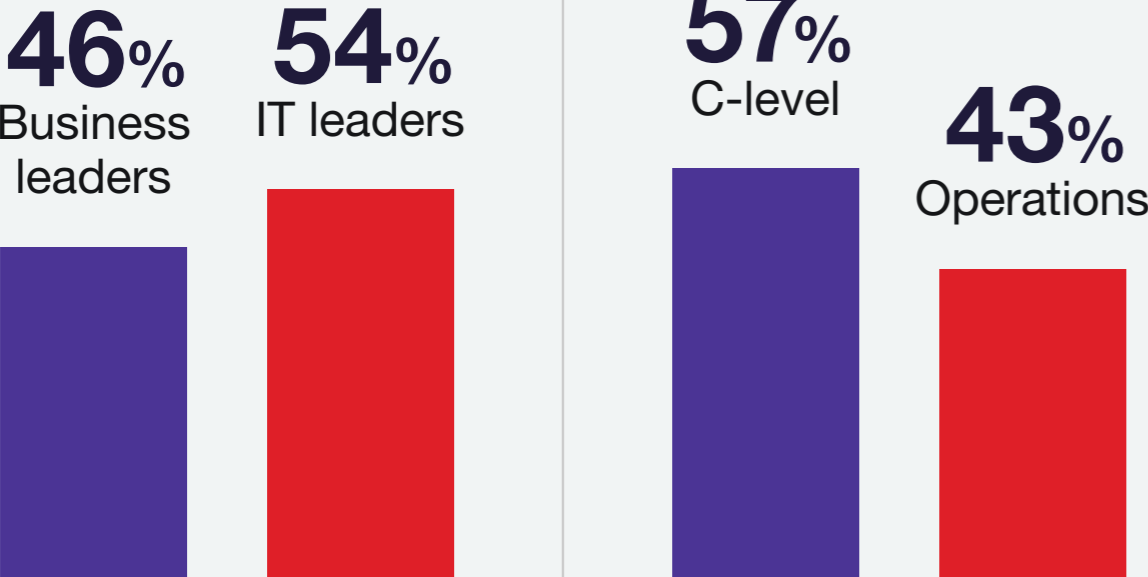


Executives we interviewed

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

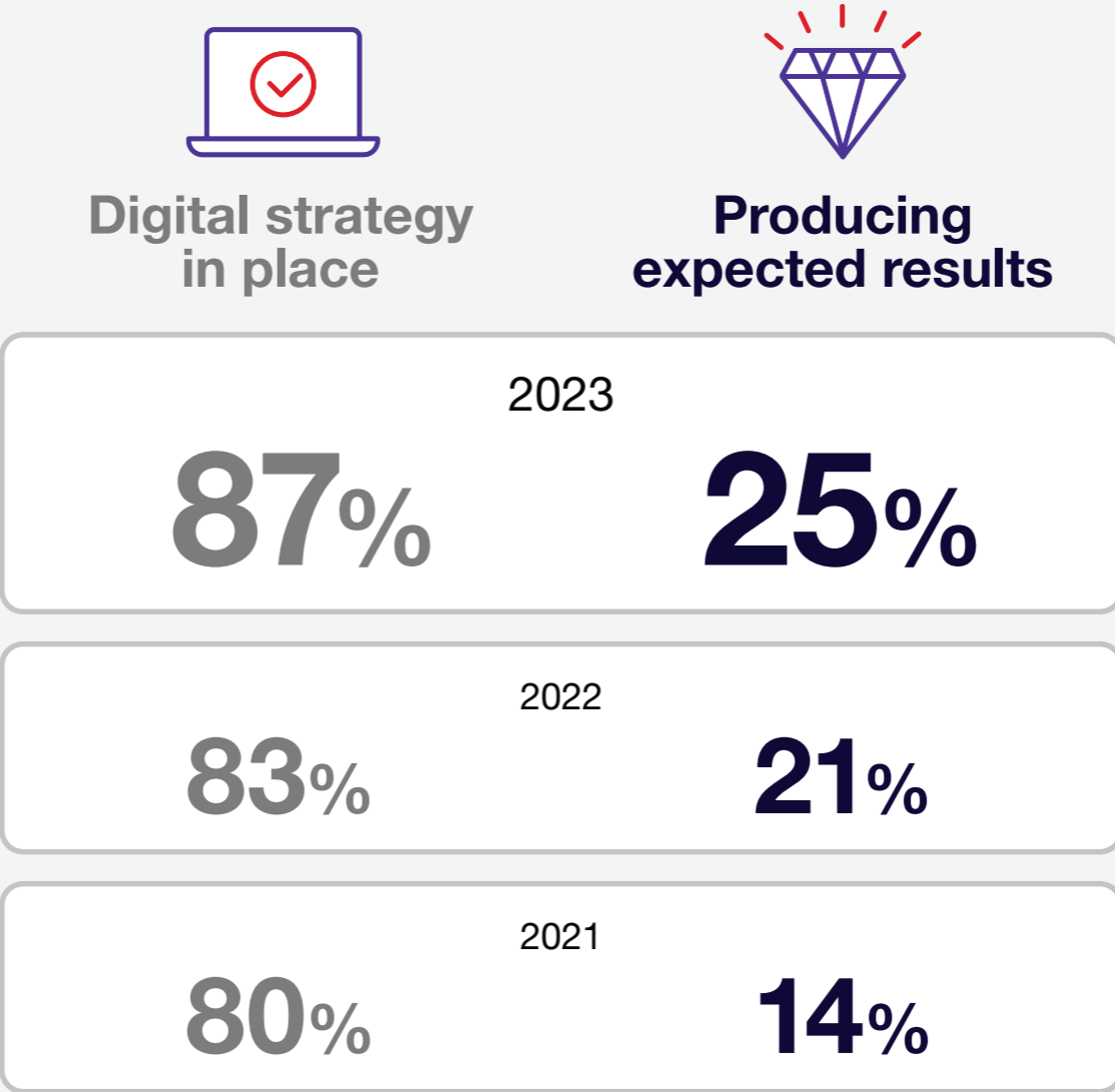
 **1,764** across 21 industries

 **267** in Central & Federal Government



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%.



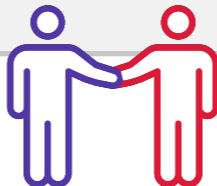
Key findings in Central & Federal Government



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.

		Digital leaders	Digital aspirants
	Highly aligned IT and business operations to support strategy	60%	23%
	Highly integrated IT and business operations to execute strategy	47%	21%
	High agile to address digitization, including technology integration	31%	4%
	Produce results from cybersecurity strategies	53%	27%
	Legacy systems pose less of a challenge	39%	50%

5 recommendations for creating more agile and responsive services

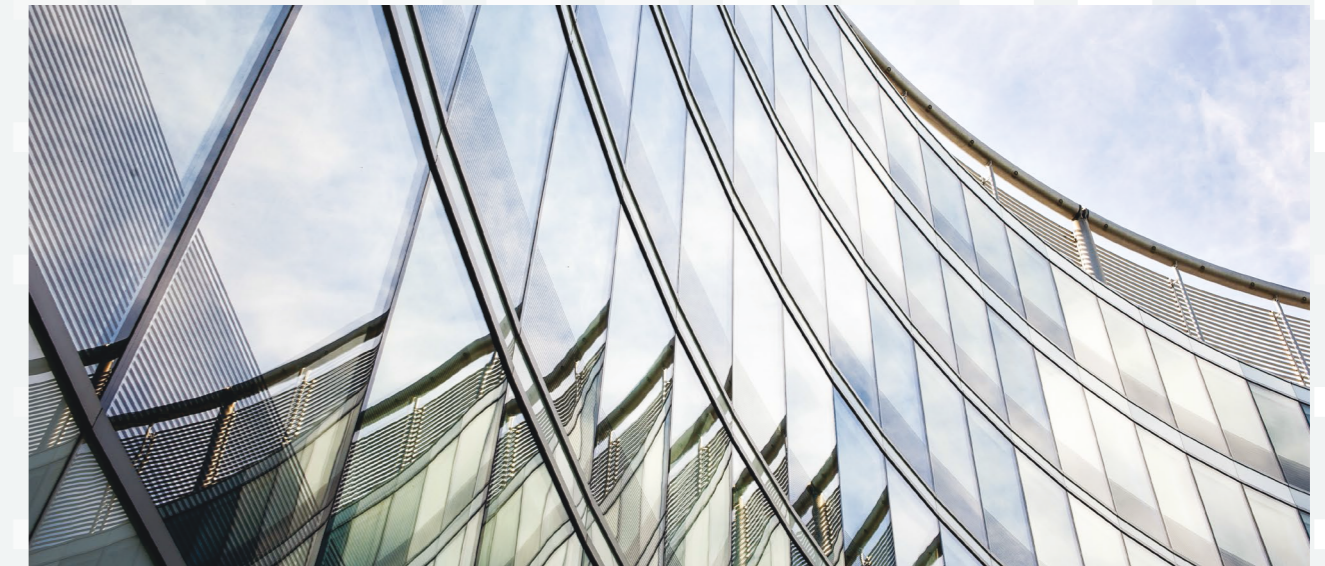
1 Focus on modernizing legacy systems
to unleash data that support missions, regulatory development and save costs.

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 →](#)