

Top trends at a glance



2010

STATE, PROVINCIAL AND LOCAL GOVERNMENT

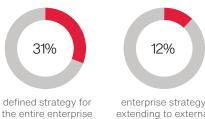
In 2019, CGI leaders met face-to-face with more than 1,550 business and IT executives to gather their perspectives on the trends affecting their enterprises. This infographic shares sample insignts. Discover additional insights and request the complete industry report by contacting us at info@cgi.com.

2040

Top trends ranked by impact

2018	2019
Becoming digital organizations to meet increasing citizen expectations	Becoming digital organizations to meet increasing citizen expectations
2. Protecting through cybersecurity	2. Protecting through cybersecurity
Coping with budget pressure through IT consolidation and process automation	3. Coping with budget pressure through IT consolidation and process automation
Addressing the challenge of attracting and retaining upcoming talent	4. Assuring regulatory compliance
Assuring regulatory compliance	5. Increasing use of public and private cloud

Stage of **digital strategy** implementation

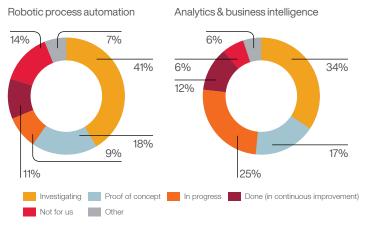






enterprise strategy* producing results

Stage of digital technology implementation



Cybersecurity and data privacy







cybersecurity as an IT priority fully operational



chief data protection officer in place

Cloud usage

72% Private cloud 72% Public cloud Hybrid cloud



Percentages represent "yes" answers. Executives can select multiple cloud usage types. "No" and "other" answers are not shown.

Business leader satisfaction vs IT leader satisfaction

For own organization

Scores from 1 to 10, with 10 most satisfied (showing 3 out of 10 available attributes)



Providing cost-effective service



Delivering IT projects on time and on budget



Consistently introducing applicable innovations for the business

IT leaders Business leaders

Learn more about how we benchmark IT satisfaction through our Journey to World-Class IT methodology: cgi.com/journey

^{*}Includes enterprise strategy and enterprise strategy extending to external ecosystem