



2020 CGI CLIENT  
GLOBAL INSIGHTS

# Defense and Intelligence Insights Summary

Each year, we meet with client executives to get their views on the trends affecting their organizations and industries. Through the CGI Client Global Insights, we analyze these findings to provide a valuable global antenna by industry—based on facts, not hype—to benchmark best practices. This summary shares sample insights from our defense and intelligence client executives.

## Protection through cybersecurity still dominates

Cybersecurity is the most impactful trend and the top business priority for defense and intelligence executives once again in 2020. The most important IT priority continues to be IT modernization.

> Top trend by impact

## Protecting through cybersecurity

> Top business priority by importance

## Cybersecurity

> Top IT priority by importance

## IT modernization



> **Post-pandemic declaration trends show rise in becoming digital**

When comparing interviews before and after the pandemic declaration by the World Health Organization (WHO) on March 11, 2020, changes in procurement models as a trend lessens in impact (-27%), while becoming digital organizations increases (+16%), compared to earlier interviews.

> **Focus on data and analytics increases significantly as a priority for digitization**

**84** % of executives say big data and predictive analytics is their top digitization priority, up from 49% in 2019.

> **Results from digital strategies rise, but are still low**

**14** % say their organizations are producing results from digital strategies, up from 9% in 2019; 78% say they have a digital strategy in place, down from 86% last year.

> **Few executives cite highly agile business models for digitization**

**18** % say their business model is highly agile when it comes to addressing digitization, down 9 points from 2019 (score of 8 or higher\*).

> **IT modernization and cybersecurity are top investment priorities within 3 years**

**86** % plan innovation investments in IT modernization (86%) and cybersecurity (82%) within the next 3 years. Planned investment in new delivery models in the next 3 years falls 4 points in mentions, to 76% from 80% in 2019.

> **Two-fifths indicate high satisfaction with innovation investment ROI**

**40** % of executives rate their satisfaction with innovation investment ROI at 8 or higher\*.

> **Cybersecurity is the top IT spending driver**

**89** % say the main spending trend for IT budgets is cybersecurity, followed by data analytics (89%).

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Learn more at [cgi.com/client-global-insights](https://cgi.com/client-global-insights). For a complete set of industry insights and to consult with one of our experts, contact us at [info@cgi.com](mailto:info@cgi.com).

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## About the insights

In 2020, we met with 1,447 business and IT executives. This summary shares sample insights from 58 defense and intelligence executives across 6 countries.

Interviews were conducted before and after the pandemic declaration, providing unique insights into evolving priorities.

### Interview demographics

Pre-March 11**	Post
52%	48%
Business leaders	IT leaders
52%	48%
Europe	North America
64%	36%
C-level	Ops-level
47%	53%

\*Scale of 1 to 10 with 10 highest

\*\*Pandemic declaration by WHO

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