IDC Government Insights: Europe, Middle East and Africa National Government Platforms and Technologies

Senior government IT, agency, and policy leaders around the world are re-imagining how to deliver effective, secure, and modern user-centric public services. The next generation of government services should understand the public's needs and priorities through the intelligent use of data, offering simplified interfaces and experiences across programs and leveraging technologies to increase workforce productivity, make digital services more inclusive, and enable trusted interactions to make bureaucracy truly "invisible." This means embracing scalable platforms and agile technologies to drive efficient, resilient, and environmentally sustainable operations to empower seamless, proactive, and secure service delivery. The *IDC Government Insights: Europe, Middle East and Africa National Government Platforms and Technologies* research and advisory service will enable national civilian government senior leaders and tech supplier executives to make strategic technology decisions about government digital experiences, data, and data sharing, AI and automation, cloud-enabled system modernization, future-of-work tools and practices, cybersecurity, and data protection and digital sovereignty; this will allow them to drive better social, economic, and environmental outcomes for agencies and the public.

APPROACH

IDC Government Insights engages with national civilian government leaders around the world, empowering them to harness technology for accelerated service transformation, strategic investment planning, and operational and cyber-resilience. Our service delivers unique analyses and comprehensive data through proprietary research, ongoing dialogues with government executives, industry experts, ICT vendors, and professional services companies. Drawing on decades of government industry experience, our analysts leverage a wide range of expertise and intellectual property from IDC. Thought leadership studies address the implication of legislation (e.g., the EU AI Act, NIS2, and Data Act) and policies (e.g., Saudi Vision 2030 and the UK Digital Strategy).

TOPICS ADDRESSED

Throughout the year, this service will address the following topics:

- EMEA governments' citizen-centric investment priorities, taking into consideration national and international (e.g., EU) funding programs
- Government adoption of platforms and technologies (e.g., AI and cloud) and good practices (e.g., FinOps) to control innovation costs and risks
- Policies and practices for the responsible use of data and AI, data protection, cybersecurity, and digital sovereignty across major functions (e.g., health and social benefits administration, finance and administration, and tax and revenue)
- The future of work, including not only automation but also the transformation of organizational competencies and capacity
- How technology vendors can assist national government agencies in achieving mission outcomes by using data to inform decision-making, engage transparently with constituents, and collaborate with private-sector organizations

KEY QUESTIONS ANSWERED

Our research addresses the following issues critical to your success in the European market:

1. Which platforms and technologies are key for national civilian government departments and agencies?
2. How are those platforms and technologies impacting government service delivery, operating, and trust models?
3. What are the IT investment priorities, drivers, and challenges across national government programs and use cases?
4. How are emerging policies and regulations driving the intelligent and secure use of data in government? How do they vary globally?
5. How can governments adapt to change, improve performance, reduce costs, and increase cyber-resilience by leveraging cloud and automation to reconcile the need for innovation with legacy modernization?
6. What are the winning strategies for working more closely with a broader spectrum and growing number of technology vendors and service providers to offer more inclusive, sustainable, and proactive services to the public?
7. How are national and EU policy and regulatory changes driving the intelligent and secure use of data by governments?

WHO SHOULD SUBSCRIBE

This service is ideally suited to supporting EMEA CIOs, digital and IT executives, and program/policy managers on their data and technology innovation journeys. It also offers technology suppliers cutting-edge knowledge on the adoption of technologies impacting the government landscape. Senior executives will appreciate the unique insights into how technology is transforming national civilian government agencies, from welfare and social protection agencies and departments to ministries of the interior, tax agencies, and justice departments.