

IDC Government Insights: Worldwide National Government Platforms and Technologies

Government senior IT, agency, and policy leaders around the world are reimagining how to deliver effective, secure, and modern user-centric services. The next generation of government services should understand the public's needs and priorities through the intelligent use of data, simplify experiences across programs, and leverage technologies that increase workforce productivity; make digital services more inclusive; and enable trusted interactions to make bureaucracy truly "invisible." Making the government bureaucracy invisible means embracing scalable platforms and agile technologies to drive efficient, resilient, and environmentally sustainable operations that will empower seamless, proactive, and secure service delivery.

The *IDC Government Insights: Worldwide National Government Platforms and Technologies* research and advisory service will enable national civilian government senior leaders and tech suppliers to make strategic technology decisions about government digital experiences, data and data sharing, AI and automation, cloud-enabled system modernization, future of work, cybersecurity, and data protection and digital sovereignty 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 planning, and operational resilience and cyber-resilience. IDC delivers unique analyses and comprehensive data through proprietary research and ongoing dialogues with government executives, industry experts, ICT vendors, and professional services companies. Drawing on decades of government industry experience, and intellectual property from IDC, this research delves into government priorities at the agency level, use case studies, government survey data, and technology and vendor selection across North America; Europe, the Middle East, and Africa; and Asia/Pacific. Thought leadership studies address the implications of national government mandates and legislation.

TOPICS ADDRESSED

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

- Government adoption of platforms and technologies, such as AI and cloud, and good practices like FinOps to control costs and risks of innovation
 - Policies and practices for responsible use of data and AI, data protection, cybersecurity, and digital sovereignty across major functions such as health and social benefits administration, finance and administration, and tax and revenue
 - The future of work including not only automation but also 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
 - IDC MarketScapes and IDC ProductScapes evaluating service providers and solutions for government departments and agencies
 - IDC DecisionScapes to plan and execute transformation programs and realize the benefits of platforms and technologies
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KEY QUESTIONS ANSWERED

Our research addresses the following issues that are critical to your success:

1. What platforms and technologies are key for national civilian government departments and agencies?
 2. How are those platforms and technologies impacting government service delivery and 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 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 a growing number of technology vendors and service providers to create more inclusive, sustainable, and proactive services to the public?
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WHO SHOULD SUBSCRIBE

IDC Government Insights: Worldwide National Government Platforms and Technologies is ideally suited to support CIOs, digital and IT executives, and program/policy managers on their data and technology innovation journey. In addition, it provides technology suppliers with cutting-edge knowledge on the adoption of technologies impacting the government landscape. Senior executives will appreciate the unique insights into how technology is transforming the national civilian government agencies, from welfare and social protection agencies and departments to ministries of interior, from tax agencies to justice departments, and more.