Central Gov Strategy Forum

3rd & 4th December 2019

Research Report
Total Delegate Group: **233**

This report is based on survey findings of the delegates for the Central Gov Strategy Forum on the 3rd and 4th December 2019, comprising of 233 chief officers, directors and heads of department in central government.

To deepen our insights, we interviewed the highest decision makers in face-to-face and telephone interviews to discuss trends and issues being tackled in their organisations.
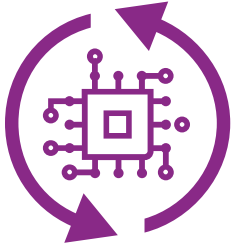
36% C-level & Director

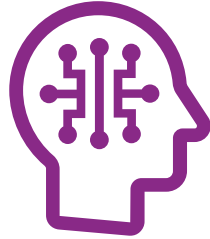# 48% Head of Department

14% Senior Management

2% Other

MAIN FINDINGS OF THE REPORT

DIGITAL CHANGE

A concerted effort is being made to migrate from legacy infrastructure and utilise cloud systems to transform and unify communications, streamline back-office & HR functions, whilst modernising ITSM strategies.

ARTIFICIAL INTELLIGENCE

Technologies utilising AI, automation and machine learning are being heavily adopted to improve workflows, decision making and front-end user experience.

DATA AND INSIGHT

Making better use of data and analytics to optimise ongoing programmes and gain transparency of both employee and business performance metrics through dashboards and visualisation tools.

CYBER SECURITY

Advancing cyber security to include cognitive strategies to tackle cyber threats and risks, covering secure information sharing, biometrics and secure mobile device management.

The key issues being tackled by the Chief Operating Officer and Finance Director at HMRC:

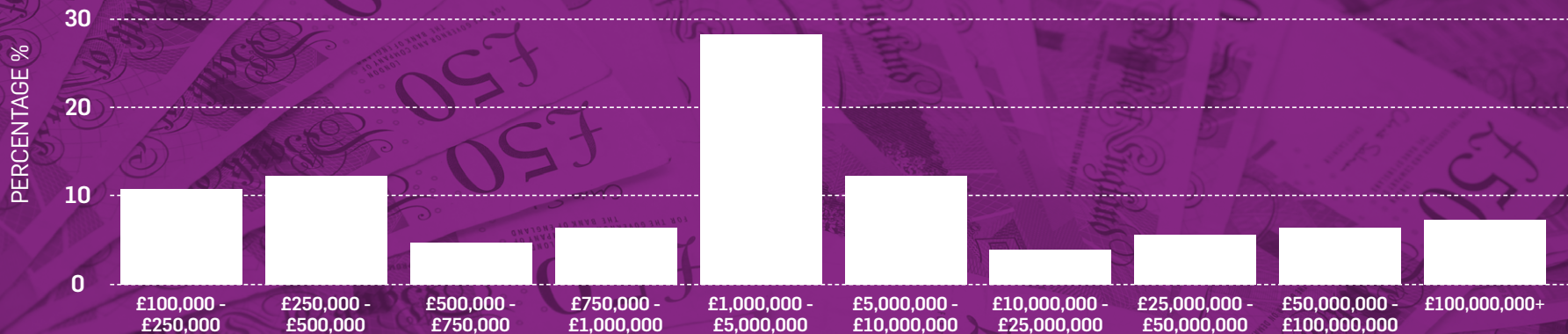- Transform legacy outsourced IT function into a modern digitally orientated organisation
- Agile development methodologies
- Brexit

The challenges being prioritised by the Deputy Director, Contract and Strategic Supplier Management at Ministry of Justice

- Data management - improved quality, accuracy and timeliness of data to inform decisions
- Optimise Value - through collaborative working and joint innovative initiatives

COMBINED SPENDING POWER OF GROUP

£3.4 Billion

PERCENTAGE %

30	
20	
10	
0	

£100,000 – £250,000 · £250,000 – £500,000 · £500,000 – £750,000 · £750,000 – £1,000,000 · £1,000,000 – £5,000,000 · £5,000,000 – £10,000,000 · £10,000,000 – £25,000,000 · £25,000,000 – £50,000,000 · £50,000,000 – £100,000,000 · £100,000,000+

BUDGET RESPONSIBILITY PER PERSON

TOP STRATEGIC PRIORITY

Chart: Percentage by Top Strategic Priority

- Modernisation of Service Delivery Models: ~17%
- Seamless Transition During Brexit: ~15%
- Creative Use of Technology to Support the Wider Organisations Business' Priorities: ~26%
- Efficient and Cost Effective Implementation of Policy Changes: ~13.5%
- Delivering Seamless business Transformation Focused on People, Processes and Technology Implementation: ~28%

Y-axis: PERCENTAGE % (0, 5, 10, 15, 20, 25, 30, 35)

Government organisations are realising the benefits of adopting new technologies in creative ways to support business priorities.

Much of the group also emphasised the need to deliver seamless business transformation focused on people, processes and technology implementation.
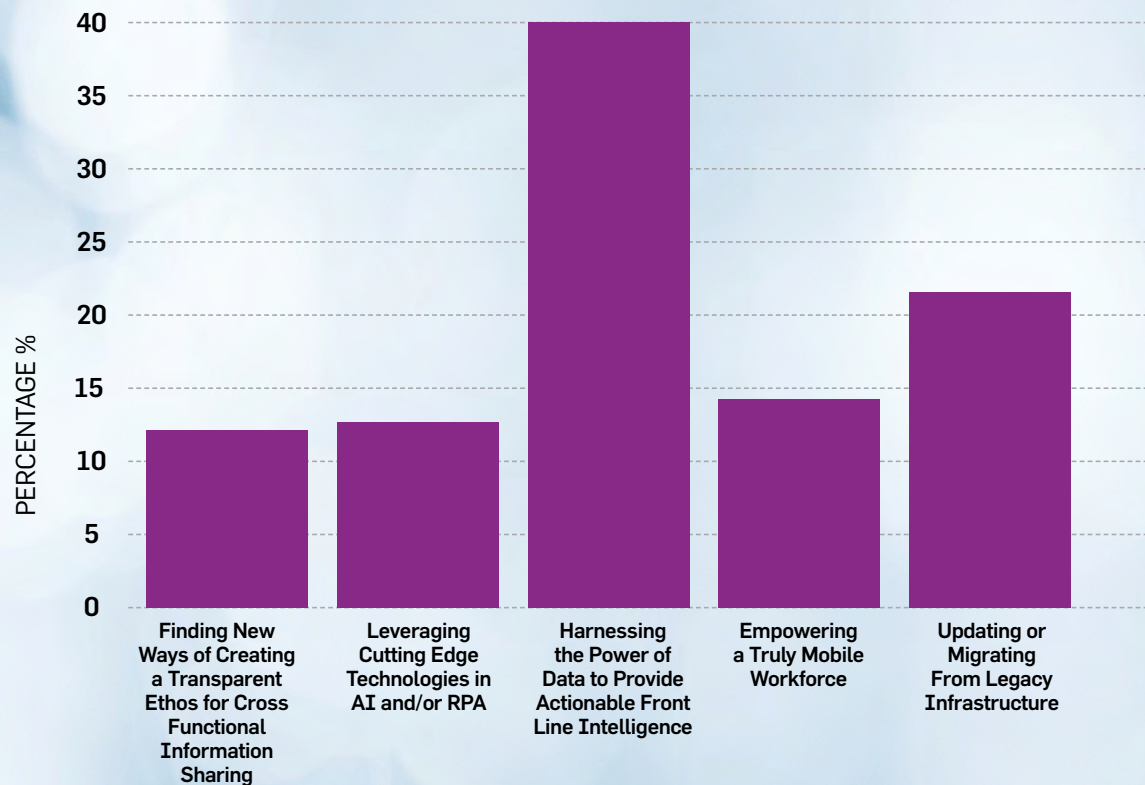
IN DESIGNING YOUR BUSINESS CHANGE TRANSFORMATION PROJECTS HOW CENTRAL IS CLOUD INFRASTRUCTURE TO YOUR PLANNING?

- **Very Important**
- **Important**
- **Not Important**

12%

43%

45%
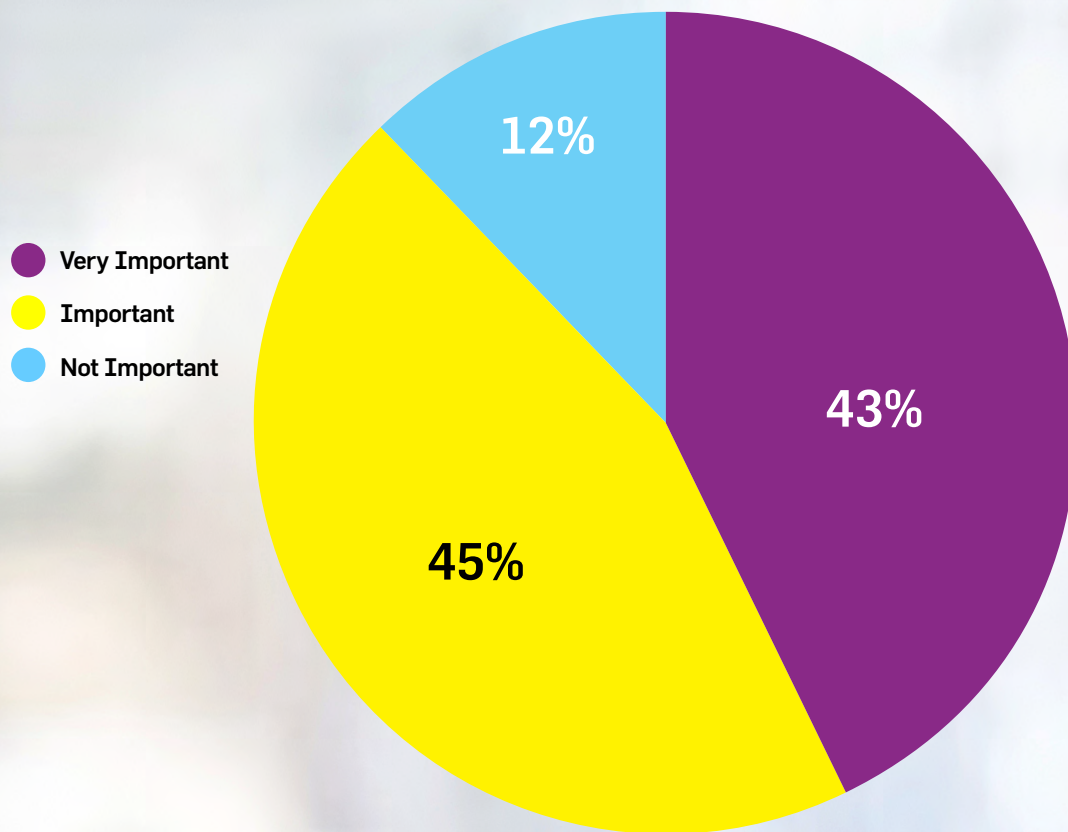
The group stressed how important it is that their transformation projects are centred on cloud infrastructure, allowing reduced deployment times and secure sharing of data and communications between departments.

Government leaders are utilising the benefits cloud offers in enabling new and flexible operating models, as well as the agility to compete in a dynamic and changing world.

TOP TECHNOLOGY PRIORITY

PERCENTAGE %

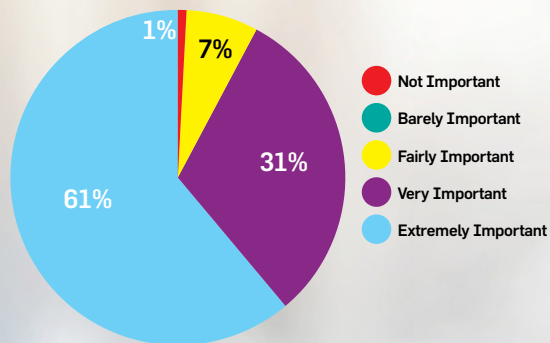| Categories	Percentage
Finding New Ways of Creating a Transparent Ethos for Cross Functional Information Sharing	12
Leveraging Cutting Edge Technologies in AI and/or RPA	12.5
Harnessing the Power of Data to Provide Actionable Front Line Intelligence	40
Empowering a Truly Mobile Workforce	14
Updating or Migrating From Legacy Infrastructure	21.5

Findings from the survey demonstrated that the most important priority for the group was the ability to harness the power of data to provide actionable front-line intelligence, focusing on improved data capture, mining and visualisation tools.
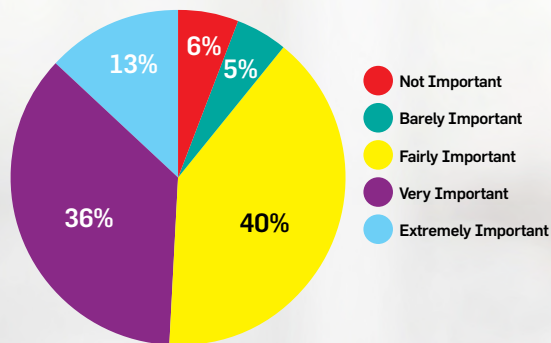
Leaders are also taking action to migrate from legacy infrastructure to digital alternatives that enable efficiency improvements whilst overcoming internal cultural resistance.
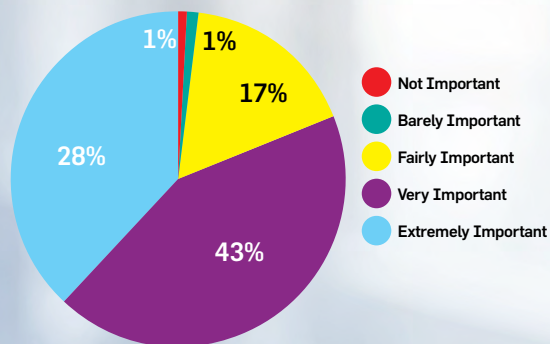
HR CHALLENGES

HOW IMPORTANT IS PEOPLE MANAGEMENT

- 1%
- 7%
- 61%
- 31%

Legend:
- Not Important
- Barely Important
- Fairly Important
- Very Important
- Extremely Important

HOW IMPORTANT IS MOBILE SOLUTIONS

- 6%
- 5%
- 13%
- 40%
- 36%

Legend:
- Not Important
- Barely Important
- Fairly Important
- Very Important
- Extremely Important

HOW IMPORTANT IS RECRUITING

- 1%
- 1%
- 17%
- 28%
- 43%

Legend:
- Not Important
- Barely Important
- Fairly Important
- Very Important
- Extremely Important

HOW IMPORTANT IS TRAINING

- 1%
- 14%
- 38%
- 47%

Legend:
- Not Important
- Barely Important
- Fairly Important
- Very Important
- Extremely Important
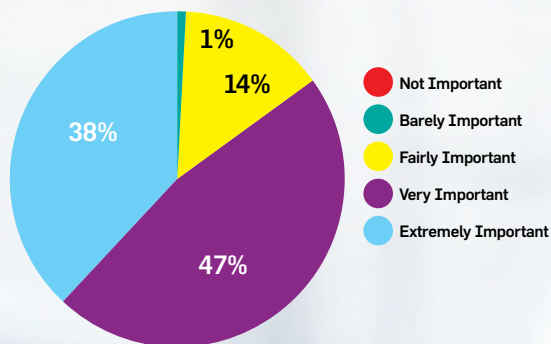
HR challenges were also found to be a top priority for the group, with people management highlighted as the largest focus area.

Alongside this, mobile solutions were found to support the focus on remote working, whilst recruitment and ongoing training were prioritised to assist the skills shortage within central government departments.

HOW WOULD YOU DESCRIBE YOUR ORGANISATION'S OUTLOOK ON CYBER SECURITY?
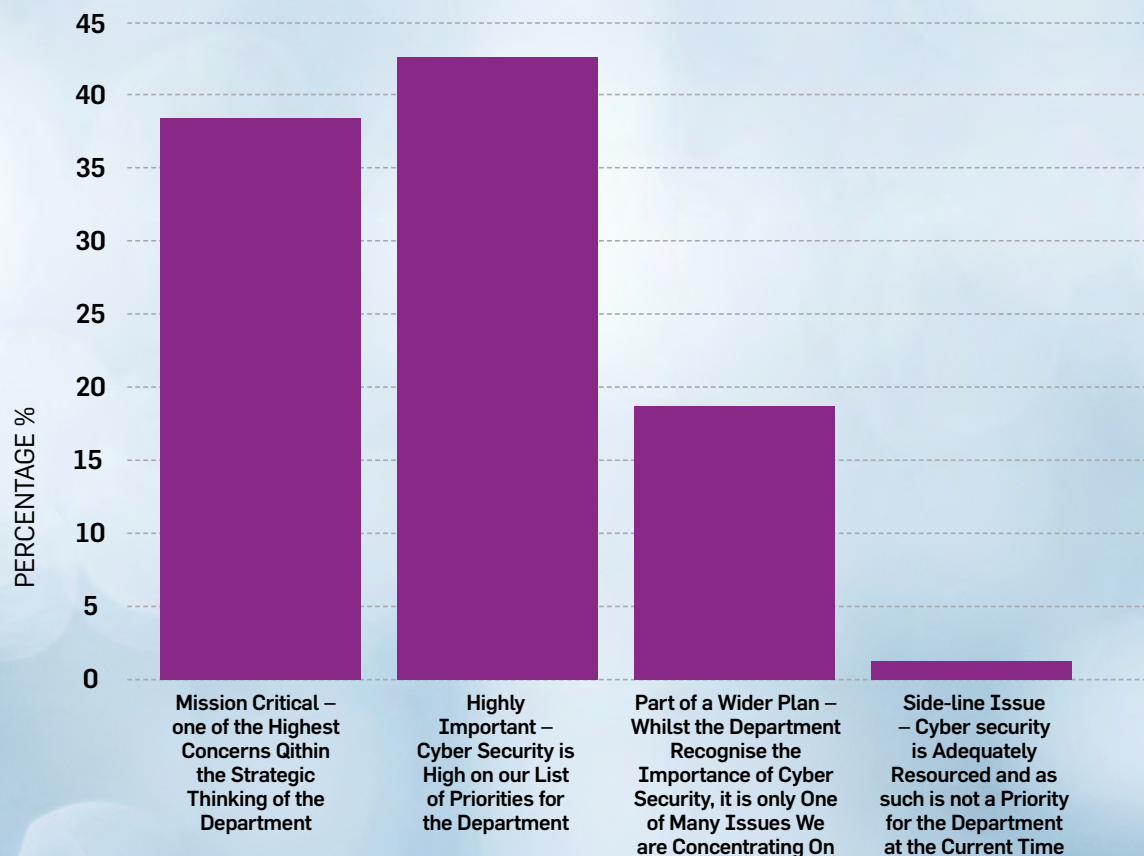
Information security and integrity is paramount to the delivery of central government services. With large amounts of sensitive data, infrastructure needs to be resilient enough to withstand anything the external environment throws at it, whilst being application and user friendly.

With the concerns around data security, GDPR compliance, cyber threats and Brexit uncertainty, government organisations are urgently seeking solutions that can assist with these risks.

CENTRAL GOV STRATEGY FORUM/ RESEARCH REPORT 2019

SPEND MAPPING

CLOUD SERVICES

- 63% Increase
- 36% Stay the same
- 1% Decrease

● Increase ● Stay the same
● Decrease

MOBILITY / MOBILE APPLICATIONS

- 54% Increase
- 45% Stay the same
- 1% Decrease

● Increase ● Stay the same
● Decrease

CYBER SECURITY

- 62% Increase
- 37% Stay the same
- 2% Decrease

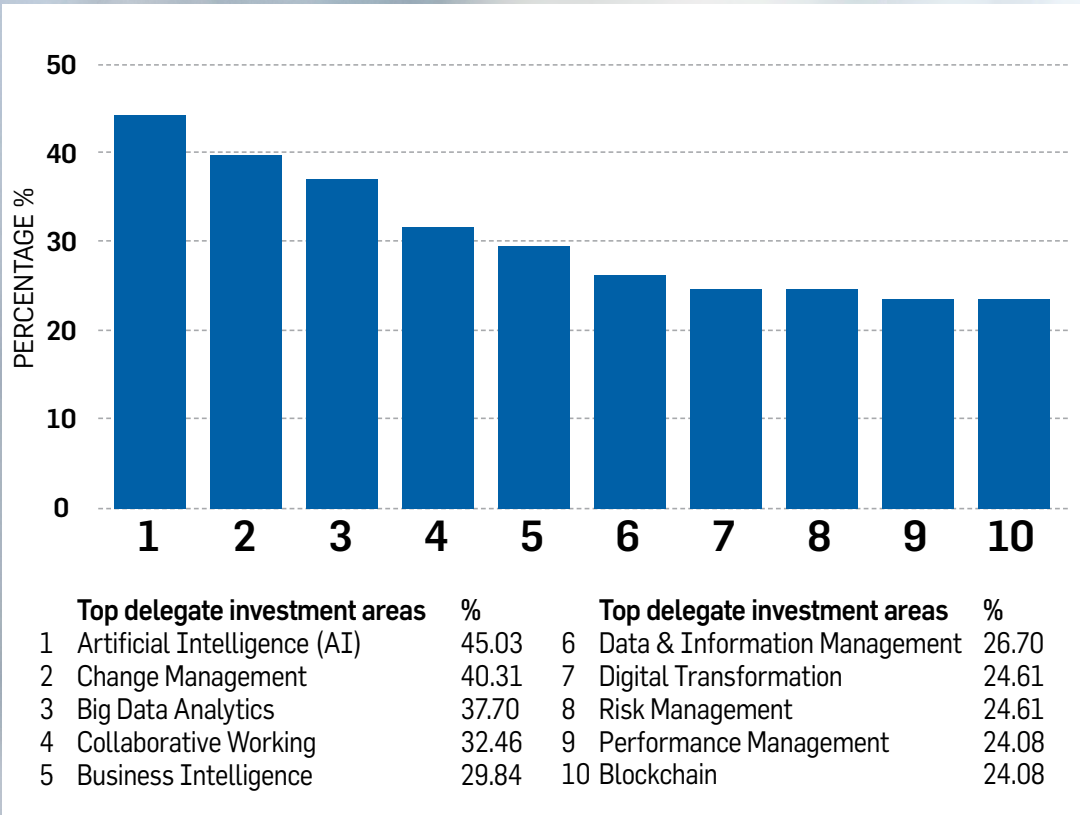● Increase ● Stay the same
● Decrease

ARTIFICIAL INTELLIGENCE AND RPA

- 53% Increase
- 46% Stay the same
- 1% Decrease

● Increase ● Stay the same
● Decrease

BIG DATA AND PREDICTIVE ANALYTICS

- 59% Increase
- 40% Stay the same
- 1% Decrease

● Increase ● Stay the same
● Decrease

BUSINESS INTELLIGENCE

- 53% Increase
- 46% Stay the same
- 2% Decrease

● Increase ● Stay the same
● Decrease

DATA ANALYTICS

- 64% Increase
- 34% Stay the same
- 2% Decrease

● Increase ● Stay the same
● Decrease

PROJECT / PORTFOLIO MANAGEMENT SOLUTIONS

- 33% Increase
- 61% Stay the same
- 6% Decrease

● Increase ● Stay the same
● Decrease

Technologies surrounding data analytics, cloud services and cyber security are very much at the forefront of our group's budget plans.

There is also an upward trend in government organisations planning to invest in AI and RPA, with leaders seeking ways to improve efficiencies and modernise service delivery.

DELEGATE INVESTMENT AREAS

PERCENTAGE %

Top delegate investment areas	%		Top delegate investment areas	%
1 Artificial Intelligence (AI)	45.03	6	Data & Information Management	26.70
2 Change Management	40.31	7	Digital Transformation	24.61
3 Big Data Analytics	37.70	8	Risk Management	24.61
4 Collaborative Working	32.46	9	Performance Management	24.08
5 Business Intelligence	29.84	10	Blockchain	24.08

With big data analytics and artificial intelligence ranked among the most significant investment areas, there is a drive for government leaders to replace manual methods with new digital solutions that can improve efficiencies across their organisation.

STRATEGY FORUMS
Live Events

FORUM iQ
Analytics & Research

FORUM LINK
Collaboration App

All our Strategy Forums combine industry leading searchable analytics through Forum IQ - our delegate discovery platform. Key client investment data is blended with enhanced networking capability via our Forum Link app for everyone to intelligently connect through multi-channel exchanges during our live Strategy Forums.

Deep understanding and clever tech connecting smart people in smooth interactions. Goodbye static conferences, hello evolution.

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