

FUTURE OF GOVERNMENT

The Journey Towards a Digitally Enabled
Citizen-Centric Government

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Digital Transformation in Government

Building a 'citizen-centric' service model while 'doing more with less'

Government organizations worldwide are focused on continually improving their services in line with changing citizen preferences and technological advancements. In the Middle East, national development plans are driving this transformation.

National Plans & Strategies Driving Government Digital Transformation (DX)



The Dubai Paperless Strategy will see the Dubai government go completely paper free in 2021, eliminating the use of more than 1 billion pieces of paper annually.



Abu Dhabi's Tamm initiative shifts the delivery of government services to a model that is focused on the citizen journey.



Kuwait Vision 2035 has 'effective public administration' as a strategic pillar and key focus area.



Oman 2040 Vision aims for the country to rank among the top 10 on the World Bank's Worldwide Governance Indicators index.

Top Digital Initiative Focus Areas among Government Organizations in GCC



Citizen Experience & Engagement

- Customer Journeys
- Enhanced Digital Services
- Transforming Government Office Experience



Digital Trust

- Cybersecurity and threat intelligence
- Privacy
- Digital identities and single sign-on



Operations & IT Rationalization

- Paperless Governance
- IT Infrastructure Consolidation
- Shared Resources

Source: IDC Digital Transformation Assessment in GCC Government Sector, N=22. Q: In which of the following digital initiatives are you investing or planning to invest in the next 12 months?

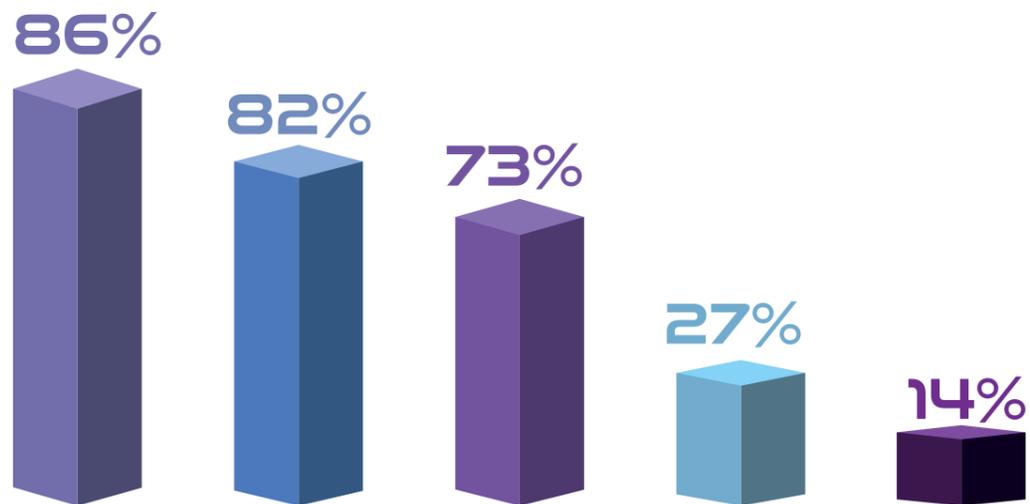
The government sector's digital transformation initiatives vary significantly in maturity and involve many different technologies and use cases. However, they all try to achieve three overarching objectives: provide next-generation citizen experiences, drive operational efficiency by doing more with less, and address the critical aspects of data protection and privacy.

Challenges to Digital Transformation

Enterprise-wide DX often stumbles upon innovation silos and disjoint technology environments

Government agencies have been pursuing digital transformation initiatives that range from ad-hoc short-term projects to enterprise-wide multi-year plans. However, many of these projects are siloed success stories as organizations struggle to scale them due to fragmented digital initiatives and disjointed IT environments.

Innovation Silos Inhibiting the Scaling of Transformation Projects



Outdated KPIs: The KPIs we use to measure our digital efforts are the same KPIs our organization has always used.

Short-term Plans: The digital roadmap focus areas do not factor in the long-term transformation of our industry.

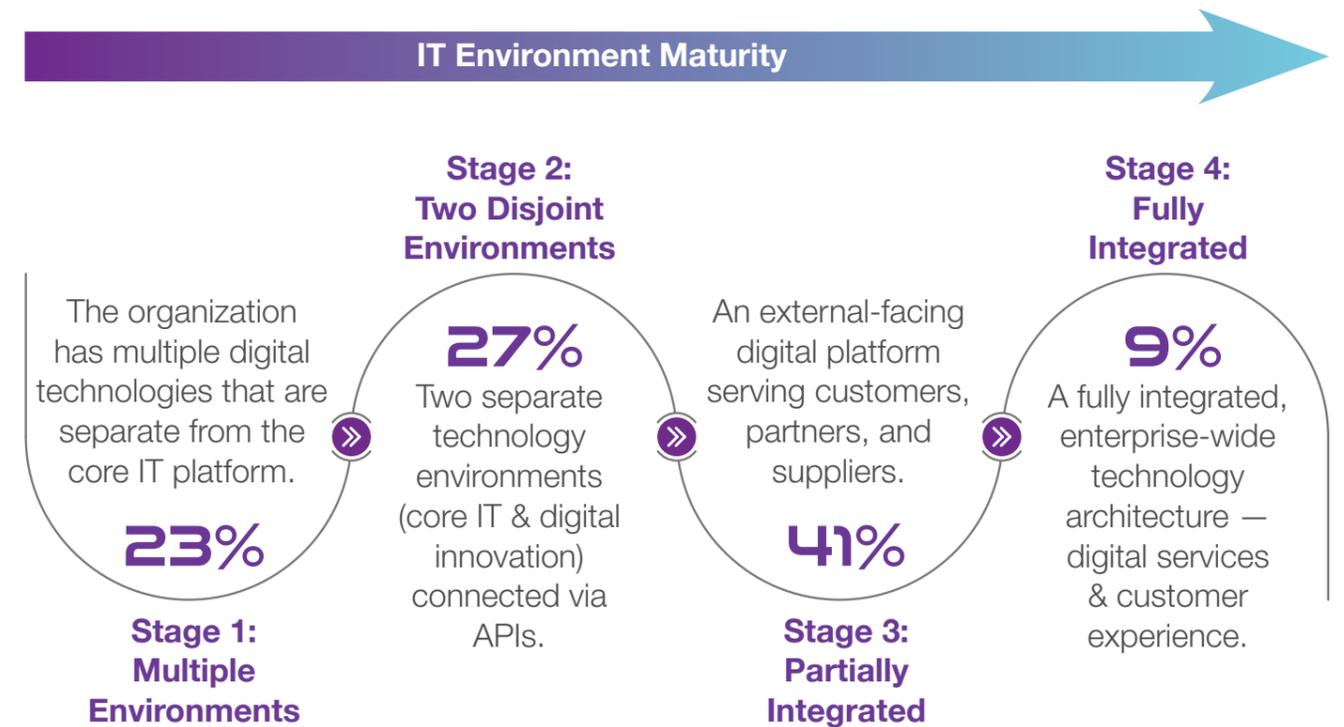
Silos of innovation: We have not brought together digital innovations across our organization onto a single platform.

Lack of Skills: We have not developed the new capabilities required to run a digital enterprise.

Siloed DX Initiatives: DX is run out of a special department, which undermines the perception of DX as being everyone's responsibility.

Source: IDC Digital Transformation Assessment in GCC Government Sector, N=22. Q. Which of the following challenges are you likely to face regarding digital transformation (DX) in the next 12 months?

Legacy Systems and Technology Silos Inhibiting Enterprise-wide DX



Source: IDC Digital Transformation Assessment in GCC Government Sector, N=22. Q. Which one of the following statements best reflects your organization's current status regarding its digital-platform strategy?

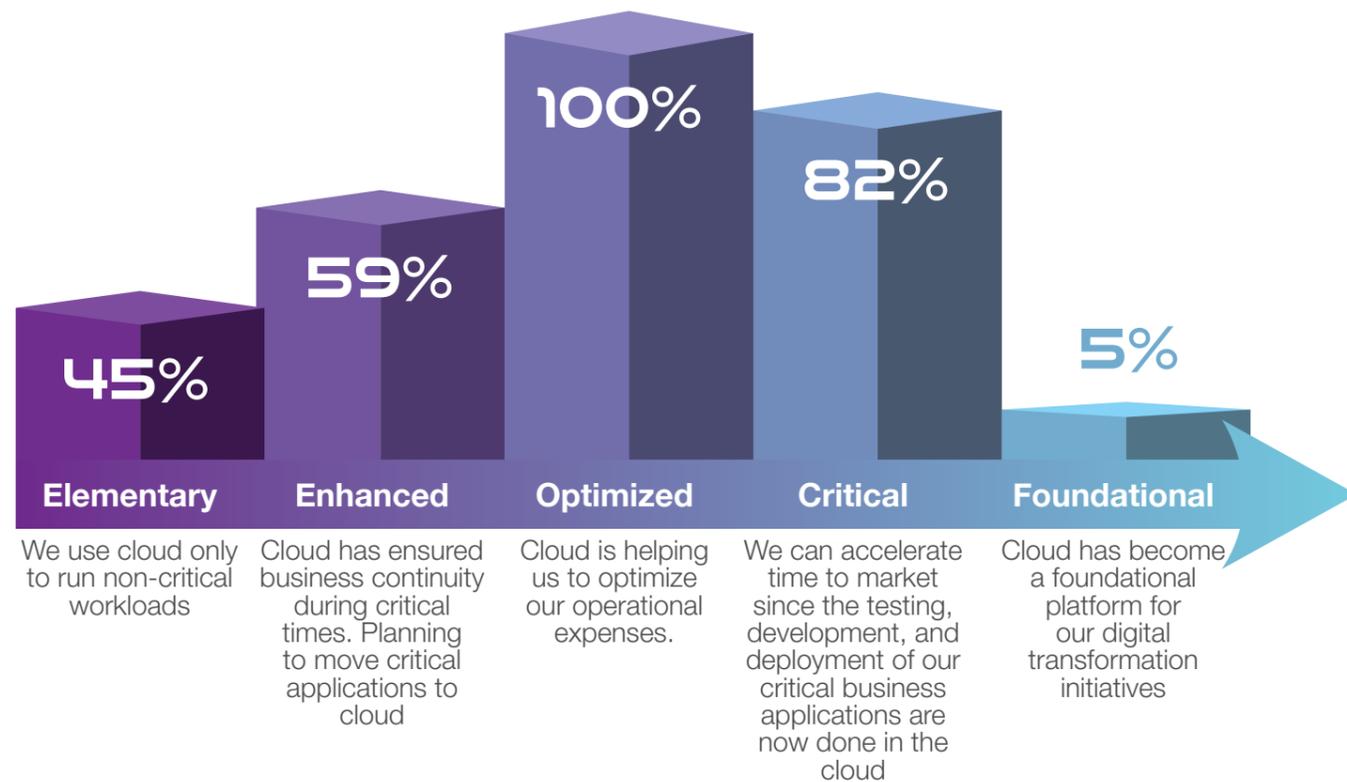
To overcome these challenges and for DX journeys to be truly successful, digital transformation needs to be supported by an agile and flexible digital infrastructure. Organizations are shifting their perception of infrastructure from something that supports the business to a digital infrastructure that drives the business.

Transformation through Cloud

The foundation of future government will be built on a hybrid cloud-based digital infrastructure

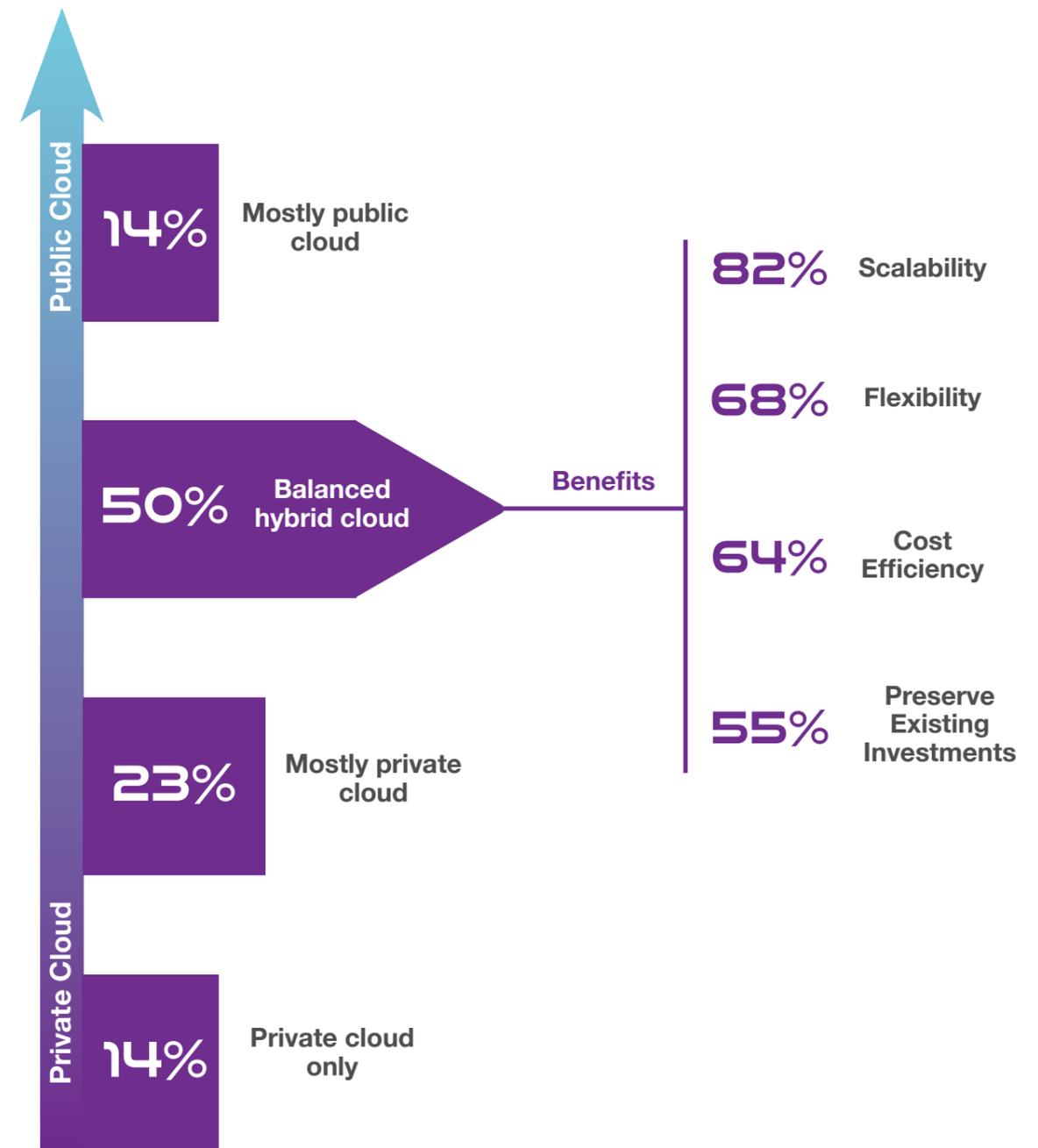
The new digital paradigm stretches IT across — and outside — government agencies and requires an agile, scalable, and modern IT backbone. Cloud has emerged as the fastest path and natural choice for enabling this digital foundation. Government organizations must adhere to national data regulations and are sensitive to data residency and sovereignty. This makes hybrid cloud deployment models — that provide the best of both public and private clouds — ideal for the public sector.

Cloud Increasingly Taking a Foundational Role in Digital Transformation Initiatives



Source: IDC Digital Transformation Assessment in GCC Government Sector, N=22. Q. What role does cloud play in your DX initiatives?

Hybrid Cloud is the Most Common Approach

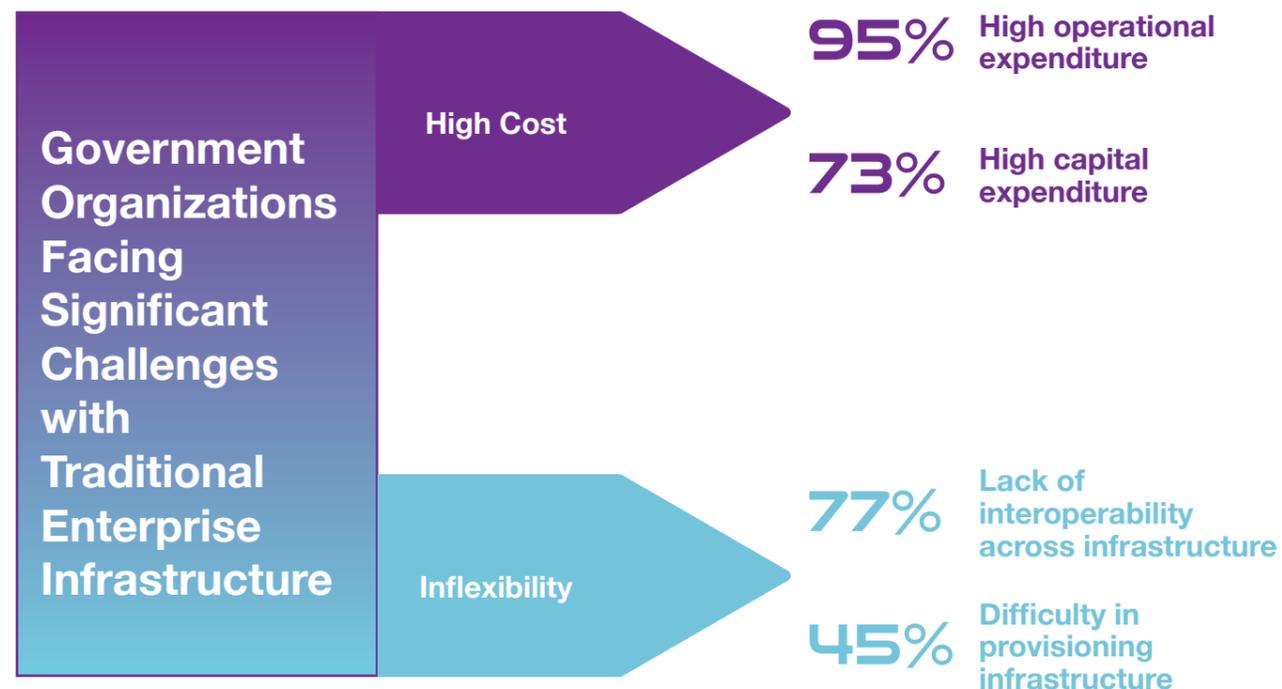


Source: IDC Digital Transformation Assessment in GCC Government Sector, N=22. Q. What is your overall approach to public cloud for the next 12 months? Q. What advantages or benefits of hybrid cloud do you value the most?

Enterprise Infrastructure Modernization

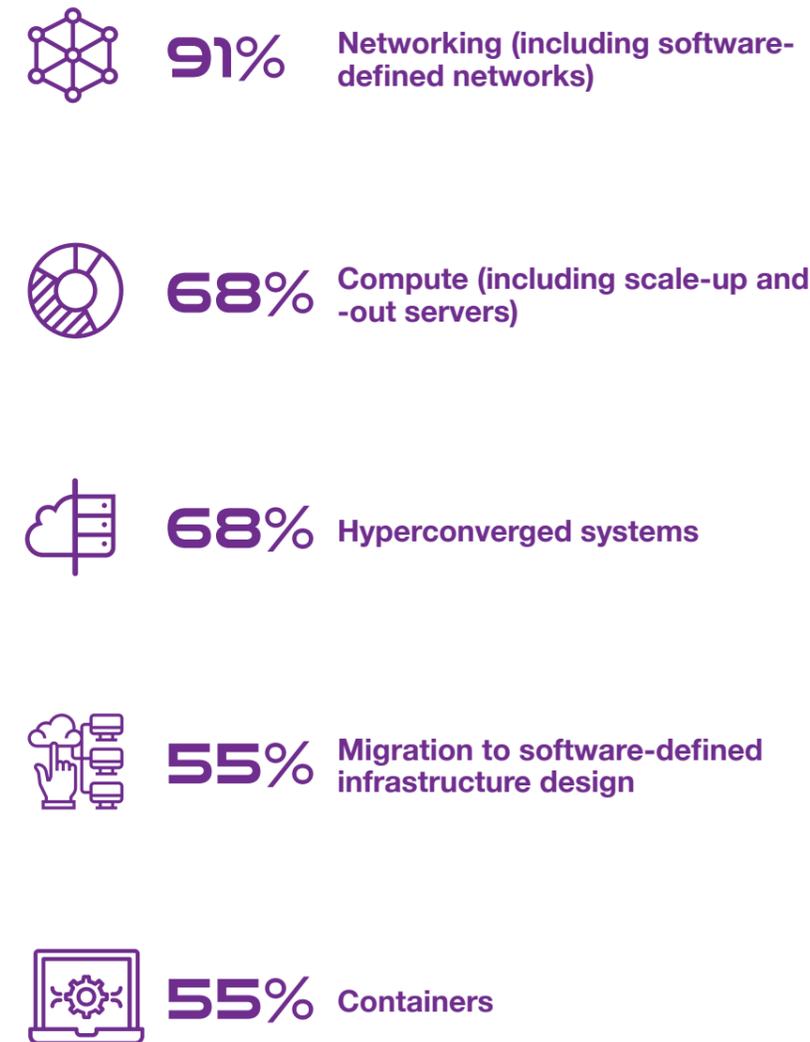
Making your infrastructure ready for Hybrid Cloud and DX

Digital infrastructure is no longer just infrastructure that supports a partially digitized organization; rather, it's the infrastructure that truly enables an organization to operate digitally end to end. Legacy applications and infrastructure act as a major inhibitor of the DX journey. They inhibit the development and deployment of natively designed services for consumption across multiple channels such as online, mobile apps, and chatbots. High costs and a lack of flexibility restrict traditional infrastructure from accommodating peak usage for high-volume services and processing data from new sources (such as IoT device feeds).



Source: IDC Digital Transformation Assessment in GCC Government Sector, N=22. Q. What are the key challenges you face with your current enterprise IT infrastructure (datacenter, compute, storage, and networking)?

To enable transformation and extract the best out of hybrid cloud, government organizations are reducing their spending on traditional IT by investing in new software-defined and converged infrastructure. Turnkey cloud-native services, including scalable microservices architecture enablers such as service mesh, containers, and event-driven architecture-based infrastructure, are expected to see rapid adoption.



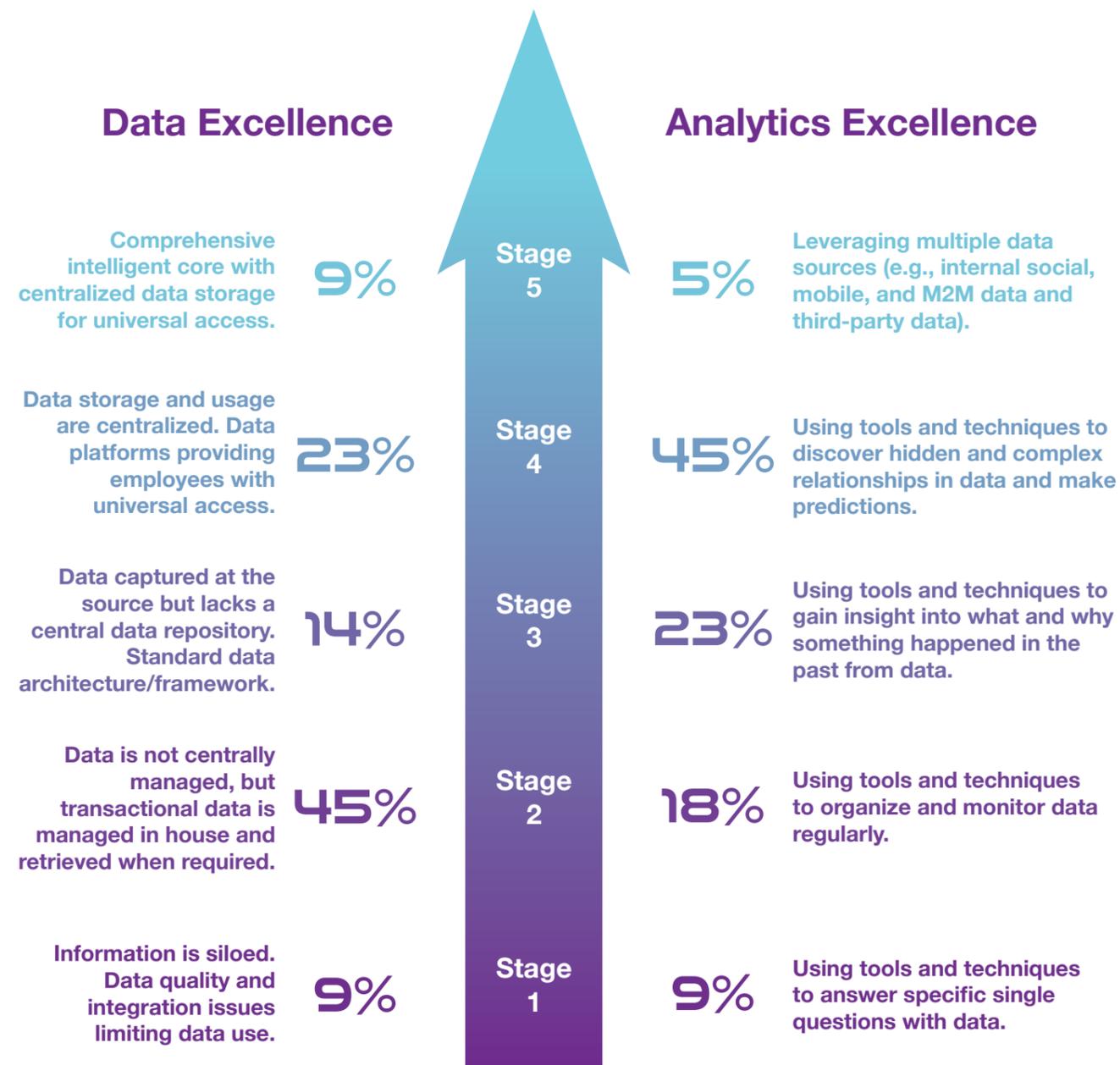
Source: IDC Digital Transformation Assessment in GCC Government Sector, N=22. Q. In which infrastructure elements do you plan to invest significantly in the next 12 months to transform your enterprise IT infrastructure?

Organizations Modernizing Specific Elements to Overcome the Challenges

Building Data-native Organizations

Turning data into a strategic asset through Big Data Analytics

To thrive in the digitally enabled government paradigm, organizations need to turn data into a strategic asset by re-architecting themselves as data-native enterprises. They need to tap into new data sources, centralize data management by providing seamless access, and use tools and techniques to turn data into insights and predictions.



Data & Analytics Investment Focus Areas



68%
Hadoop cluster



68%
AI-enabled advanced analytics



68%
Data visualization tools



59%
Enterprise data warehouse



50%
Data Lakes



36%
Enterprise-wide Big Data platform



23%
Public cloud-based analytics

Source: IDC Digital Transformation Assessment in GCC Government Sector, N=22. Q. Which one of the following statements best describes your organization's data strategy? Q. Which one of the following statements best describes your organization's business analytics strategy? Q. In which of the following Data management technologies do you plan to significantly increase your spending in the next 12 months?

Managing Trust in the Digital Age

Addressing security threats and privacy concerns by building digital trust

The increasing use of data, the proliferation of smart devices, and the implementation of work-from-home protocols pose new security threats and raise privacy concerns. An enhanced reliance on digital channels, cashless transactions, esignatures, and other virtual interactions are exposing new threat surfaces and new vulnerabilities to be exploited by organized actors.

Security Challenges

82% Keeping up with the latest security technologies

73% Keeping up with the threat landscape

68% A lack of visibility across the organization and analytics applications

45% Integrating and managing the sprawl of security products

45% Lack of security skills

Source: IDC Digital Transformation Assessment in GCC Government Sector, N=22. Q. What the key management challenges/priorities you face in developing and executing your security strategy?

Security Investment Focus Areas



To address the challenges, government organizations are taking new approaches to security operations such as threat intelligence, anomaly detection, vulnerability responses, and security incident dashboards driven by machine learning to enable faster, more efficient security responses.

Source: IDC Digital Transformation Assessment in GCC Government Sector, N=22. Q. In which of the following security technologies do you plan to significantly increase your spending in the next 12 months?

Essential Guidance

Preparing for the journey towards a digitally enabled citizen-centric government



Accelerate DX

Instill urgency in your DX plans; develop roadmaps to scale up DX; align C-level execs to achieve buy-in for DX acceleration



Agile Infrastructure

Develop an agile, resilient digital infrastructure comprising a strong cloud, data and connectivity foundation



Data into Action

Turn data into a strategic asset by creating a data-driven organization by moving ahead in the data and analytics maturity stages



Embrace Cloud

Take a hybrid-cloud approach taking advantage of the flexibility that public cloud offers and complying to regulations and preserving existing investments through private cloud



Digital Platforms

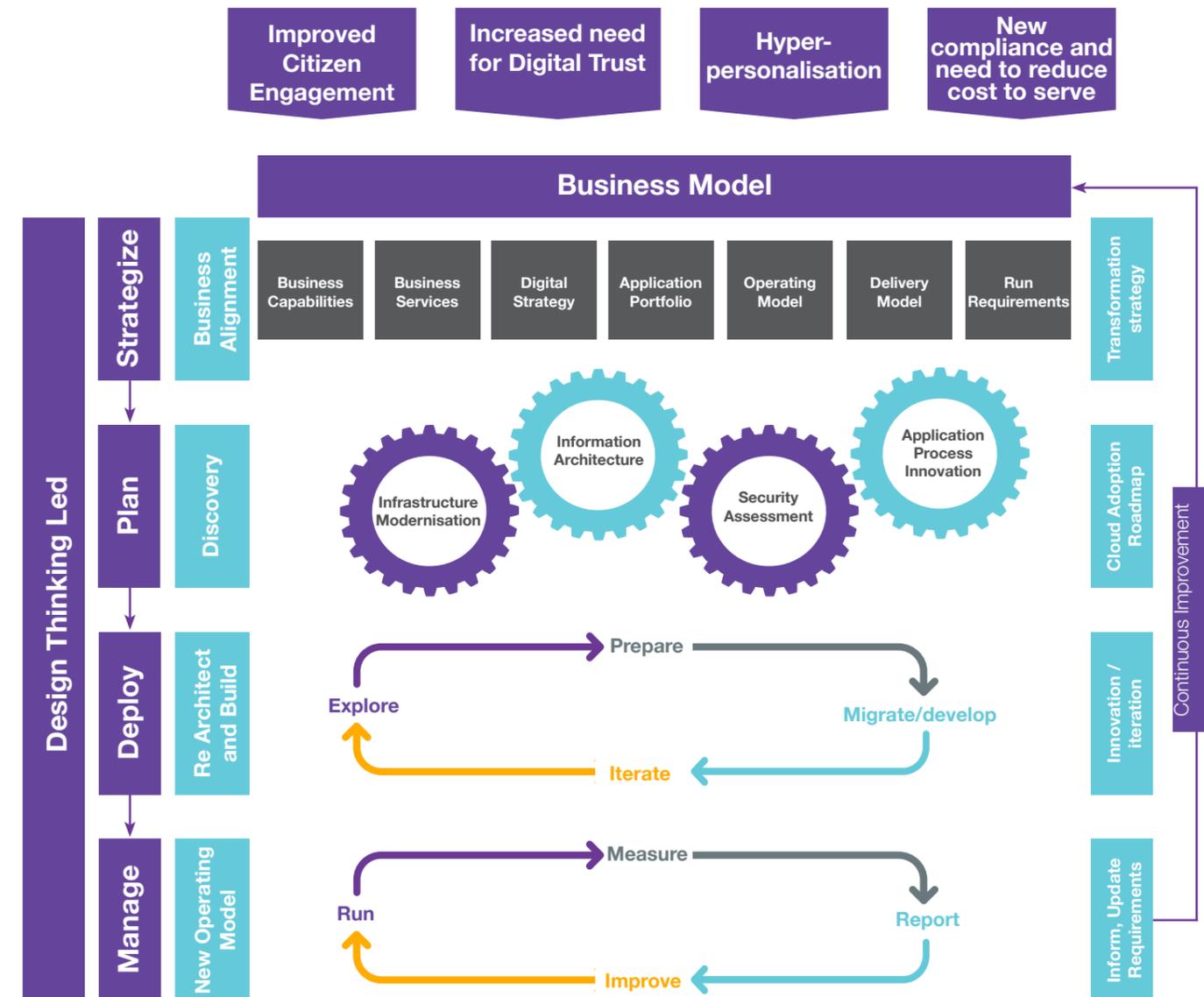
Bridge the tech and data silos by building DX platforms, and thereby scale DX



Build Digital Trust

Develop trust in digital services by strengthening security and governance of the digital platform

GBM J2C Blueprint for Digital Acceleration in Government



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