

EXECUTIVE BRIEF

DIGITAL TRANSFORMATION IN GOVERNMENT: THE CHALLENGES AND IMPERATIVES



THIS EXECUTIVE BRIEF CONTAINS KEY INSIGHTS FROM THE WEBINAR:

How Governments Can Adapt - Making Digital Transformation a Reality

[CLICK TO ACCESS THE WEBINAR](#)

[CLICK TO ACCESS THE REPORT](#)

- As part of a global study of over 1,400 respondents which included 125 executives from US federal, local and state government and public sector agencies, 451 Research polled for attitudes and expectations of digital transformation. These included both line-of-business managers and IT professionals.
- In collaboration with CenturyLink, the webinar discusses the results of the 451 Research survey on the challenges and imperatives of digital transformation, including the perspectives of government managers on their technology and operational challenges and expectations.

RESEARCH FINDINGS

- ✓ Although 40% of government respondents have a formal plan and are digitizing processes, this is lower than any other vertical. Longer procurement cycles, spending limitations and challenges in obtaining stakeholder buy-in are likely attributable to this.
- ✓ Digital transformation will dramatically reconfigure IT spending in government. 54% of respondents believe that this will make it more strategic - driving positive citizen experiences and improved perceptions of the use of taxpayer-funded resources.
- ✓ Governments suffer from the inflexibility of fragmented legacy infrastructure, hindering their digital transformation. Addressing this 'hard' issue with updated IT infrastructure is a foundational step to digitization. But success will be elusive without also addressing the 'softer' issues of outdated work practices and organizational silos.
- ✓ When implementing digital transformation, organizations must divide their focus between making major changes and maintaining their existing service. While 'keeping the lights on' is essential, a much greater investment of effort and resources is needed to 'replace the plumbing' that transformation requires.
- ✓ The government sector, for too long held back by ties to its legacy IT infrastructure, is using cloud services in their digital transformation projects, opening up their ability to be flexible and responsive, with shorter buying cycles and deployment times.
- ✓ Government organizations know they have to weave together a complex synthesis of change in technology, culture and new processes during their digital transformation. Nearly half of respondents polled expect to use the services of an external team, particularly from cloud providers or IT/telco service providers.
- ✓ One way that organizations are transforming delivery is by providing self-service functionality. Self-service offers cost-effective, fast, easy and intuitive interactions for all parties. 60% of respondents to 451 Research's digital transformation survey anticipated that self-service tools would empower both government and citizens.

Share this document



Digital transformation will dramatically reconfigure IT spending in government. 54% of respondents believe that this will make it more strategic - driving positive citizen experiences and improved perceptions of the use of taxpayer-funded resources.

RESEARCH FINDINGS (cont.)

✓ Four desired outcomes of IT professionals in digital transformation:

- Collaboration to accelerate problem-solving
- Systems that are more reliable
- Technical infrastructure reinforced
- Manual processes removed, opting for automation

KEY POINTS

✓ The ultimate objective of digital transformation is for organizations to become innovative and adaptive. This is an ongoing journey of modernization, so resist the temptation to do everything at once. Instead, use pilot programs to test and refine initiatives.

✓ Digital transformational projects within government often require a complete review of existing contracts and commitments. Consider working with trusted partners experienced in creatively restructuring and financing deals, so that the progress of change is not hindered.

✓ A hosted unified communications solution for the government sector, built to federal security standards (FISMA, FedRAMP), provides a secure, cost-effective and resilient collaboration platform. Next-generation communication underpins successful digital transformation.

CHALLENGES

✓ Traditional IT contracting vehicles, particularly in the government sector, have not been favorable to supporting large-scale transformation programmes. Take time to explore 'next generation' contracts, which combine technology, products and services in a common vehicle. Consider using a trusted partner to help structure and align these contracts with business objectives.

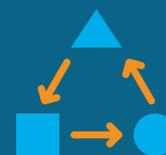
✓ Change management is critically important in onboarding next-generation technology. Transition plans should be in place to address not only contracting issues but the management of migrating to the new technology. Cutting the cord and making the shift is necessary to realize the full benefits of transformation.

✓ Decision makers in government are aware that the technology landscape is changing. But to navigate digital disruption effectively, the government sector should take a page out of the business playbook - becoming agile, efficient and responsive.

✓ Whether adopting the latest technology, service, operating or business model, getting there faster is an attractive objective. Leapfrogging steps in the process may accelerate the digital transformation progress, but be aware that with large projects, experimentation and testing are advised to minimize setbacks.

CLICK TO
ACCESS
THE
WEBINAR

CLICK TO
ACCESS
THE
REPORT



Digital transformational projects within government often require a complete review of existing contracts and commitments. Consider working with trusted partners experienced in creatively restructuring and financing deals, so that the progress of change is not hindered.



TAKEAWAYS

- ✓ Positive outcomes of successful digital transformation in government include:
 - Improved operational efficiency
 - Enhanced customer and citizen experiences
 - Greater agility and flexibility
 - Better risk management and security
- ✓ Be prepared for pain when digitally transforming your organization. After all, change is the intent, and change is often a painful process. With this in mind, ensure that all stakeholders are brought on board at the earliest stages.
- ✓ Digital transformation should not start with technology. Focus on the problem first with the ultimate goal of addressing this issue. Technology is a component of the solution, not the cure-all.
- ✓ In the government sector, digital technology can be applied to anticipate constituents' needs and to facilitate better sharing of data between agencies. The goal of digital transformation is to aim for a closer relationship between all stakeholders.
- ✓ Remaining secure and moving to the cloud are not mutually exclusive. To maximize performance, security and resilience, consider working with a trusted service provider to facilitate a comprehensive end to end solution.



Be prepared for pain when digitally transforming your organization. After all, change is the intent, and change is often a painful process. With this in mind, ensure that all stakeholders are brought on board at the earliest stages.

Click or scan to access the webinar:



CLICK TO ACCESS THE WEBINAR

CLICK TO ACCESS THE REPORT

Share this document



ABOUT CENTURYLINK



CenturyLink is the second largest U.S. communications provider to global enterprise customers. With customers in more than 60 countries and an intense focus on the customer experience, CenturyLink strives to be the world's best networking company by solving customers' increased demand for reliable and secure connections. The company also serves as its customers' trusted partner, helping them manage increased network and IT complexity and providing managed network and cyber security solutions that help protect their business.



www.centurylink.co.uk

The objective content from 451 Research is brought to you through the lens of InsightBrief, a publisher of technology and business information.

ABOUT 451 RESEARCH



With a core focus on technology innovation and market disruption, 451 Research provides essential insight for leaders of the digital economy. More than 100 analysts and consultants deliver that insight via syndicated research, advisory services and live events to over 1,000 client organizations in North America, Europe and around the world. 451 Research and its customers benefit from the combined assets and talent of The 451 Group and its two divisions: 451 Research and Uptime Institute.

www.451research.com



ABOUT INSIGHTBRIEF



InsightBrief is dedicated to simplifying access to knowledge in a wide range of technology and business related topics, by developing, publishing and amplifying short-format content that helps busy professionals get key information, faster. The team vet and qualify the source content for relevancy and value to its intended audience before creating an InsightBrief asset. The editorial team is independent from the originator of the source material, ensuring that the insights exclude sales or vendor centric messaging, thereby creating real value for time-poor professionals.

www.insightbrief.net



InsightBrief and iBrief.ly are registered trademarks of InsightBrief. All other trademarks are the property of their respective owners. InsightBrief assume no responsibility for the content or implied advice from any of the summaries / insights.