



2020 CGI CLIENT  
GLOBAL INSIGHTS

# State, Provincial and Local Government Insights Summary

Each year, we meet with client executives to get their views on the trends affecting their organizations and industries. Through the CGI Client Global Insights, we analyze these findings to provide a valuable global antenna by industry—based on facts, not hype—to benchmark best practices. This summary shares sample insights from our state, provincial and local government client executives.

## **Becoming digital to meet citizen expectations persists as top trend and priority**

Becoming digital organizations to meet increasing citizen expectations is the top trend by impact once again in 2020. The most important business and IT priorities continue to be focused on improving citizen services.

### > Top trend by impact

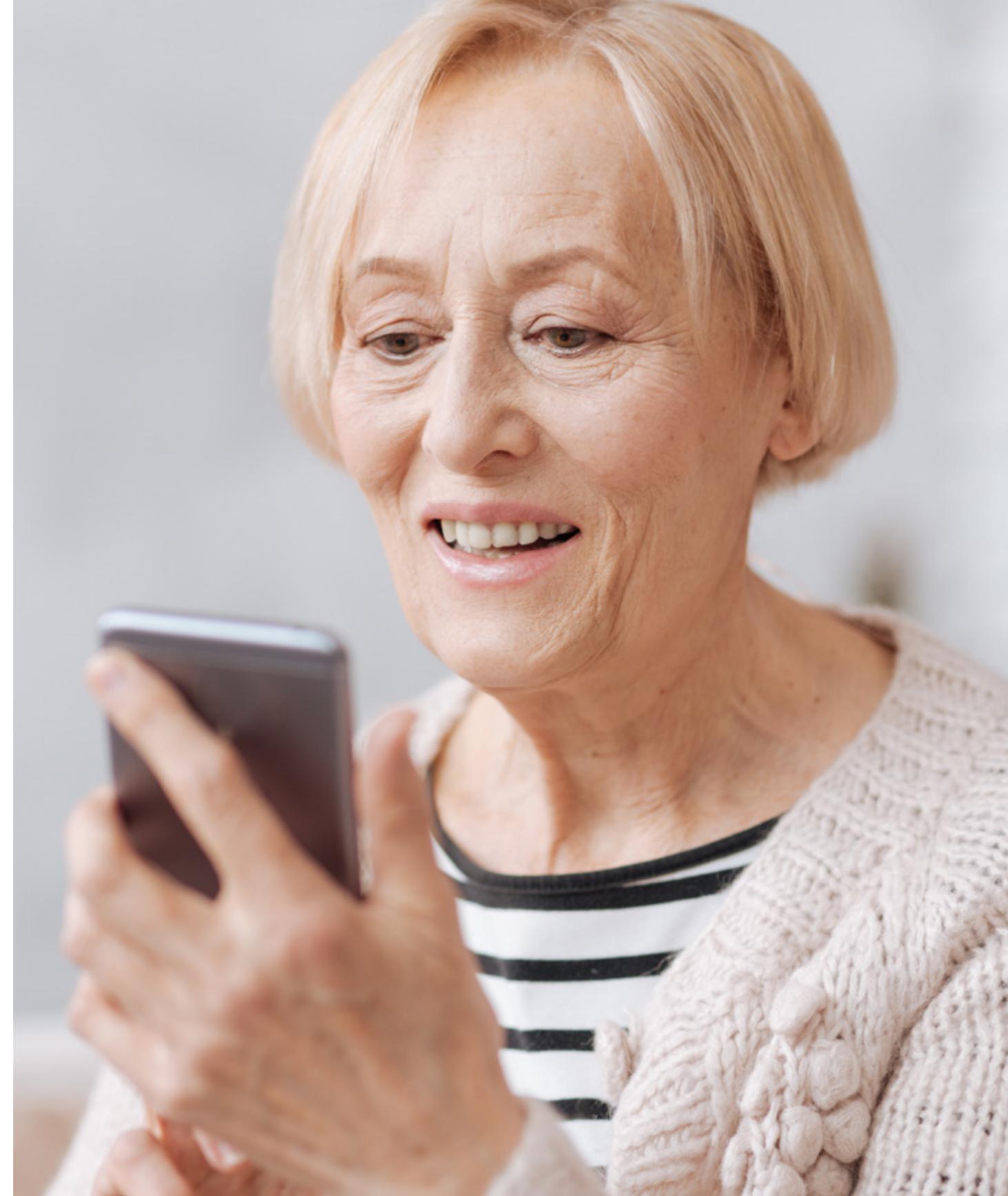
## **Meet citizen expectations by becoming digital**

### > Top business priority by importance

## **Improve citizen services and experience**

### > Top IT priority by importance

## **Digitize and automate business processes for better citizen service**



> **Post-pandemic declaration trends show rise in becoming a digital organization**

When comparing interviews before and after the pandemic declaration by the World Health Organization (WHO) on March 11, 2020, becoming digital rises in impact (+24%) as a trend, as does coping with an aging workforce rises (+4%), compared to earlier interviews.

> **Results from digital strategies are still low**

**8** % of executives say their organizations are producing results from digital strategies, unchanged from 2019; 86% have a digital strategy in place, up from 80% last year.

> **Planned innovation investments are focused on data**

**85** % cite data and predictive analytics as the top innovation investment area over the next 3 years, just ahead of business process improvements and citizen-facing services.

> **Cultural change and legacy constraints continue to impede transformation**

**86** % cite cultural change and change management as a barrier to digital transformation, followed by technology, legacy and agility constraints (85%).

> **More than half of executives interviewed post-pandemic declaration still expect budget increases**

**52** % of executives interviewed after the pandemic declaration say they plan to increase budgets for new applications and infrastructure, compared to 57% before the declaration. (Some budget data was collected prior to the pandemic declaration, so may be subject to change.)

> **IT modernization is the top IT spending driver**

**90** % say the main spending trend for IT budgets is IT modernization, followed by cybersecurity (80%) and data analytics (72%).

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Learn more at [cgi.com/client-global-insights](https://cgi.com/client-global-insights).  
For a complete set of industry insights and to consult with one of our experts, contact us at [info@cgi.com](mailto:info@cgi.com).

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## About the insights

In 2020, we met with 1,447 business and IT executives. This summary shares sample insights from 129 state, provincial and local government executives across North America and Europe.

Interviews were conducted before and after the pandemic declaration, providing unique insights into evolving priorities.

### Interview demographics

| Pre-March 11*    | Post          |
|------------------|---------------|
| 58%              | 42%           |
| Business leaders | IT leaders    |
| 47%              | 53%           |
| Europe           | North America |
| 55%              | 45%           |
| C-level          | Ops-level     |
| 63%              | 37%           |

\*Pandemic declaration by WHO