IDC ANALYZE THE FUTURE

The IT Network Infrastructure Revolution in Government

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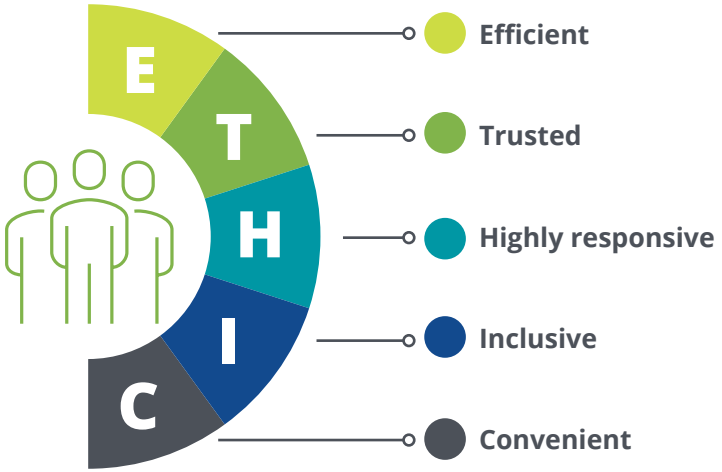
THE NEXT NORMAL OF PUBLIC SERVICES

COVID recovery programmes offer European government IT executives a once-in-a-generation opportunity to accelerate the transition to the next normal of **efficient, trusted, highly responsive, inclusive and convenient (ETHIC) public services**.



The digital transformation (DX) priorities to unlock the next normal of ETHIC public services are omni-channel citizen experience, data-driven policymaking and operations, and the future of work:

For **62%** of European government organisations, improving **citizen experience** is the top business priority.

57% of European government organisations expect COVID to have made **working from home** a permanent feature of government.

For **43%** of European government organisations, **operating models** need to be digitally enabled for more automation, contactless solutions and transparency/greater trust.

Digital innovations can be delivered efficiently and effectively only if open platforms and agile, scalable and adaptable infrastructures are underpinned **through intelligent, trusted, assured networks**.

The new "ETHIC" approach will improve the outcomes of all public services:

PUBLIC SECURITY
Intelligent situational awareness will help secure the homeland.

TAX AND REVENUE
Data-driven tax agencies will make the tax compliance experience invisible for citizens and businesses.

SOCIAL SERVICES AND BENEFITS
A 360-degree view of the citizen will anticipate service needs as personal circumstances change.

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Source: IDC COVID Impact Survey (May 2020); IDC European Tech and Industry Pulse Survey 2019–2020

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DIGITAL TRANSFORMATION MUST RELY ON OPEN PLATFORMS, DATA OPERATIONALISATION AND AGILE INFRASTRUCTURE

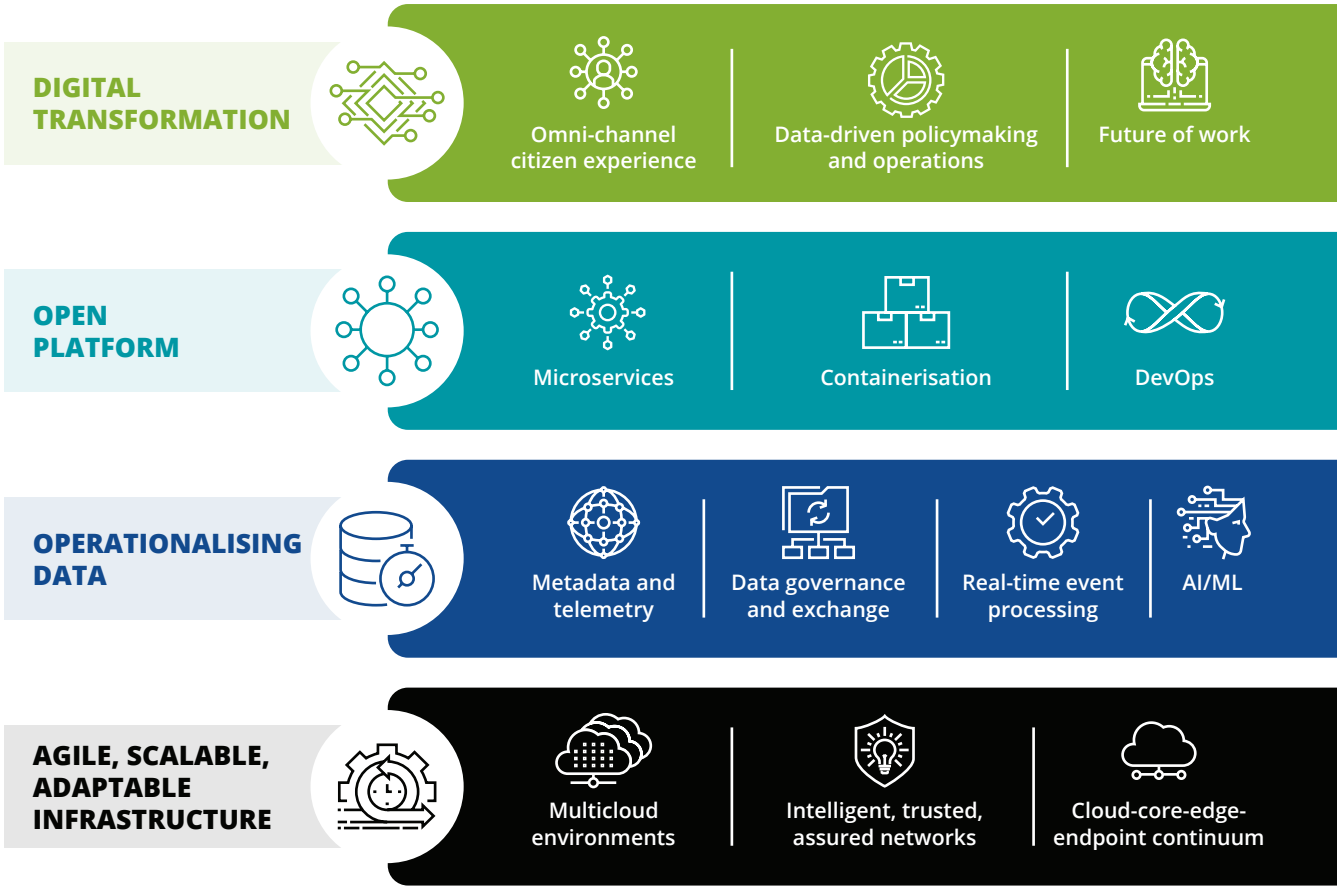
The DX initiatives that can unlock the next normal of ETHIC public services — such as omni-channel citizen experience, data-driven policymaking and the future of work — must be underpinned by **open platforms, operationalisation of data, and agile and scalable infrastructure.**

59% of European governments use **DevOps** and/or modern agile application development approaches.

25% of European governments use **AI/ML** to combat fraud, improve revenue collection and personalise social benefit programmes.

59% of European governments use **multicloud** services.

Intelligent, trusted, assured networks enable governments to operationalise insights from data, deliver secure platform capabilities and deploy digital innovations that users can trust.



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Source: IDC EMEA Multicloud Survey, 2020; IDC European Tech and Industry Pulse Survey 2019–2020

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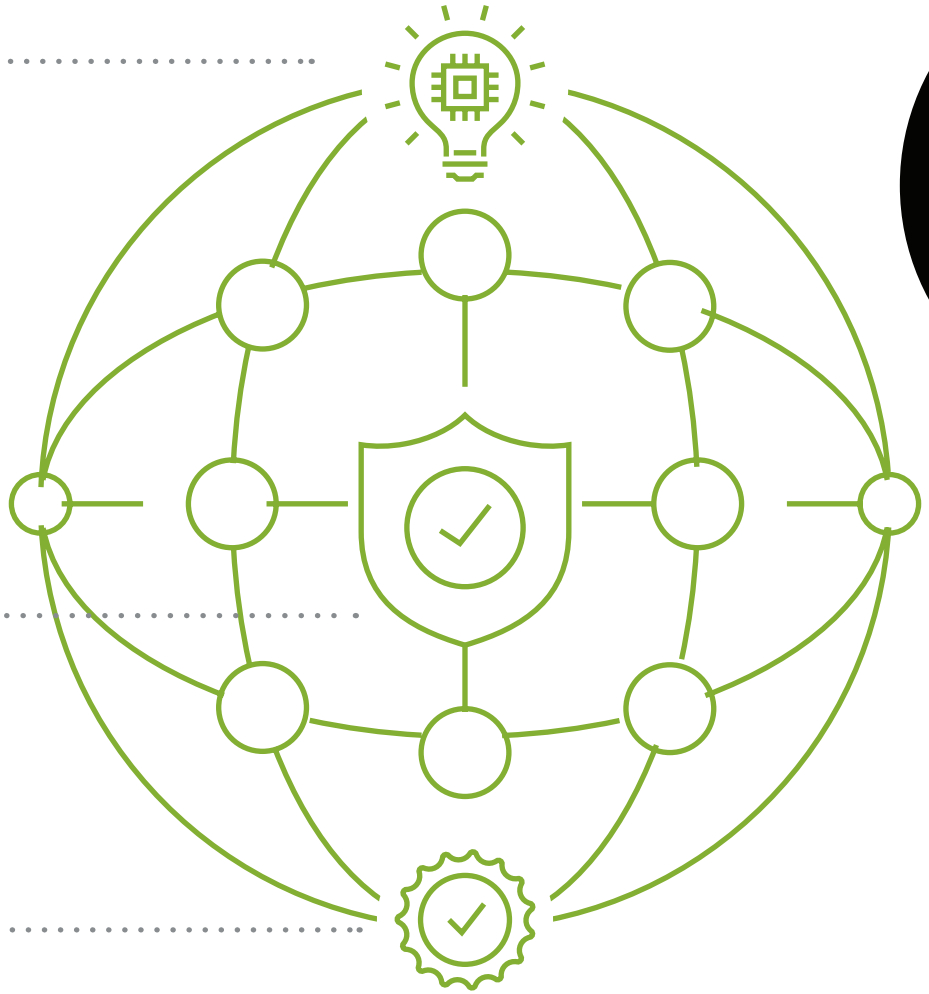
THE BENEFITS OF INTELLIGENT, TRUSTED, ASSURED NETWORKS FOR GOVERNMENTS

Intelligent networks
empower government agencies to deliver agile, scalable digital services and to operationalise data.

Trusted networks
will protect sensitive data, safeguard infrastructure, devices and applications, and proactively identify and mitigate threats.

Assured networks
will improve the reliability and resilience of the entire organisation, so that it can invest in DX initiatives that unlock the next normal of public services.



Digital infrastructure resilience programmes are among the **top 3** high-priority initiatives for European governments post-COVID.

65% of government executives expect to increase cybersecurity investments in "secure connectivity" — software platforms that provide network, application and data access for remote or mobile workforces. This provides a unified end-user experience across devices and an integrated management platform for desktop, mobile, content and apps.

GOVERNMENTS THAT WANT TO DEPLOY INTELLIGENT, TRUSTED, ASSURED NETWORKS MUST CHOOSE TECHNOLOGIES THAT OFFER ...

Openness to seamlessly integrate with and incrementally migrate from legacy networks

Automation to flexibly configure and manage devices and systems from the edge to the cloud

Reliability and resilience to scale mission-critical government services

Usability to intuitively monitor user experience, performance, security and energy efficiency