INFOGRAPHIC: GOVERNMENT TECHNOLOGY TRENDS

Top 5 Govt. Tech Stats Show Digitization is Imperative

1. Digital Experience is Good Business, and It's Also the Law
   The 21st Century Integrated Digital Experience Act mandates that digital experience for citizens using federal public websites must be accessible, secure, original and mobile-friendly.

2. U.S. Citizens Prefer Digital Channels
   Across all 50 U.S. states and 21 services, 60% of residents report a strong preference for digital channels, compared with 30% for phone and 27% for in-person.

3. Local Governments Prioritize Digital, Personalized Platforms
   Over the next five years, 70% of cities, globally, plan to prioritize using a digital platform to address multiple citizens’ needs through one personalized interface.

4. Government IT Spending Grows to Modernize Systems and Improve Access
   Worldwide government IT spending is forecast to total $589.8 billion in 2023, an increase of 7.6% from 2022, according to Gartner, Inc.

5. Cloud Adoption Fuels Innovation in Public Sector
   83% of public service agency leaders agree or strongly agree that cloud is essential to fuel innovation and new business models.

REFERENCES:
1. What is Digital Experience, U.S. General Services Administration
2. Governments can deliver exceptional customer experiences—here’s how, McKinsey & Company
4. Tailored Public Service, Deloitte
5. Public Service Cloud: A Continuum of Opportunity, Accenture

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