



# MAKING THE MOVE TO DIGITAL GOVERNMENT

New findings from a 2016 Unisys Digital Government survey that reveals how agencies are faring on their journey, their lingering concerns, and the progress they've made.

## Digital government speeds and improves quality of service delivery

More than half of agencies want to provide more innovative digital government services



**63 percent** agree digital government breaks down agency silos and fosters inter-agency collaboration, idea-sharing and citizen collaboration

More than 60 percent agree digital government speeds service delivery and improves the efficiency of internal processes

More than half agree digital government helps agencies meet compliance requirements and mandates, reduces costs, improves citizen perception of government operations and results in more resilient and agile infrastructure



## Many agencies have made significant progress on the path toward digital government

42 percent of public sector agencies are considered **digitally mature**; many have implemented integrated approaches across and throughout the agency, including inter-agency collaboration and sharing



Agencies furthest along the path are more likely to **have adopted comprehensive security management and IT service management visibility**, including end user support

Digitally mature agencies are **more likely to have adopted cloud applications and infrastructure**, support mobile computing and communications, and focus on user-centered design



## Others are taking more of a "wait and see" approach

**25 percent** are still testing the waters with digital government projects of limited scope  
44 percent say while their agencies are moving forward with digital government,



**they aren't yet seeing measurable benefits**

Agencies that express interest in digital government, but have yet to fully adopt, **are especially worried about security (57%), change management (40%) and IT governance (39%)**



## Digital government requires change, and for the most part agencies are willing to make changes



More than half plan to **fully modernize their IT infrastructure** and development methods to support their digital government initiative

**63 percent** are adopting more **user-centric design** and application development methodologies

**62 percent** are **developing and deploying digital government applications** with greater agility and modularity

