The IT Network Infrastructure Revolution in Government

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COVID ACCELERATED DIGITALLY ENABLED INNOVATION IN GOVERNMENT

Government operating and working model innovations

43% of European government executives expect to accelerate **digitising operating models** for more automation, contactless solutions, transparency/greater trust.

Source: IDC COVID Impact Survey, conducted May 5–15, 2020; government respondents = 59

57% of European government executives expect to make **hybrid working** a permanent change.

Digital investments enabling operating and working model innovation

Over **50%** of European government executives plan to invest in **automation solutions** (e.g., RPA, chatbots) for both citizen service and core business operations, as a high priority.

Source: IDC COVID Impact Survey, conducted August 21–31, 2020; government respondents = 45

47% of European government executives expect to increase spending for **digital workspace** solutions to deliver customised work environments for civil servants.

Source: IDC COVID Impact Survey, conducted December 4–14, 2020; government respondents = 49

THE FOUR BUILDING BLOCKS OF INTELLIGENT, TRUSTED, ASSURED NETWORKS

Government executives that want to realise the value of digital innovations must operationalise data, deliver reliable/resilient/agile IT services, increase efficiency of IT asset management and prevent the accumulation of technical debt by underpinning their solutions with **intelligent, trusted, assured networks**.

Operationalising data through scalable AI/ML solutions, secure data exchange, real-time event processing and metadata-powered insights

Delivering reliable, resilient, agile IT services through secure, easy-to-use, energy-efficient infrastructure

INTELLIGENT TRUSTED ASSURED NETWORKS
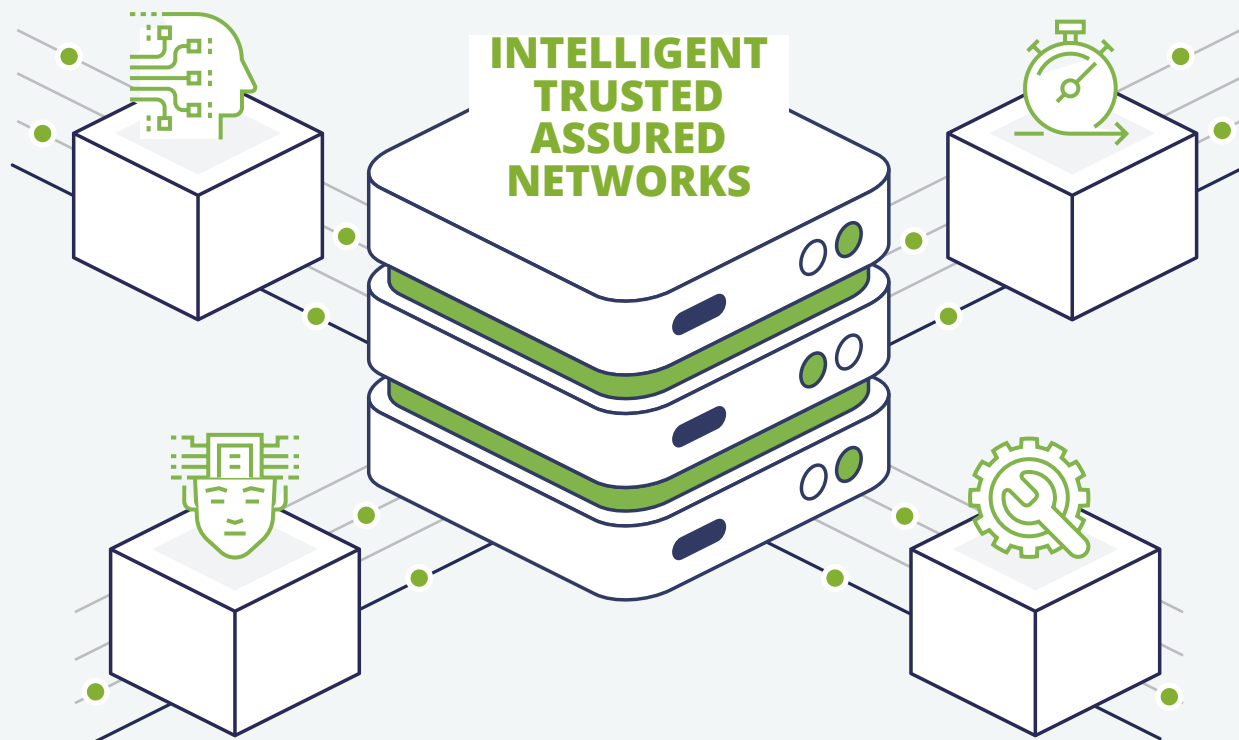
Increasing efficiency of IT asset management from devices to systems, from the edge to the cloud, through self-driving and self-healing, AI-powered insights

Preventing accumulation of technical debt through open interoperable solutions that ease the transition from and integration with legacy