



Central Gov Strategy Forum

6th & 7th December 2022

Client Research Report
Total Delegate Group: **129**



This is an interim report based on survey findings of the 129 chief officers, directors and heads of departments from government agencies and public bodies who have confirmed their attendance at the upcoming Central Gov Strategy Forum on the 6th and 7th December 2022.

To deepen our insights, we interviewed the highest decision-makers via video and telephone interviews to discuss trends and issues being tackled within their organisations.



31

C-level &
Director

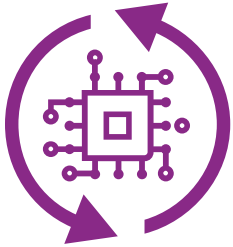
46

Head of
Department

52

Senior
Management

MAIN FINDINGS OF THE REPORT



DIGITAL TRANSFORMATION

Following the effects of the Covid-19 pandemic, ambitious and advanced digital transformation programmes are currently being prioritised by central government departments. Capabilities such as automation, cloud and remote working solutions are all technologies being invested in by the group to improve digital infrastructure and enhance central government services.



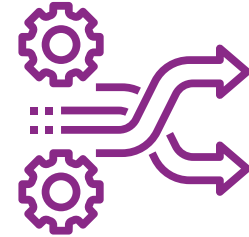
CYBER SECURITY

With cyber-attacks and breaches continuously on the rise, the importance of sufficient investment in security and resilience capabilities is more important than ever before. Ensuring government data is appropriately stored and protected is fundamental to safeguarding the nation's infrastructure and protecting classified information.



DATA ANALYTICS

As the amount of data available to government departments has continued to increase in recent years, the value gained from effectively harnessing this information is strongly recognised. Effective analysis of data can maximise efficiencies, streamline processes and allow for better data informed decisions to be made.



CHANGE MANAGEMENT

As government departments continue to adopt new technologies and processes, it is crucial that any and all changes are effectively managed to ensure the smooth running and provision of services. Implementing change with minimal disruption is essential to retaining staff satisfaction and guaranteeing the overall success of change.

The challenges being prioritised by the Chief Information Officer for the Civil Aviation Authority:

- The exploitation of digital and becoming insight driven
- Improving customer experience through digitalisation
- Achieving desired level of information security posture

The key issues being tackled by the Director of Digital, IT and Business Services for the Information Commissioner's Office:

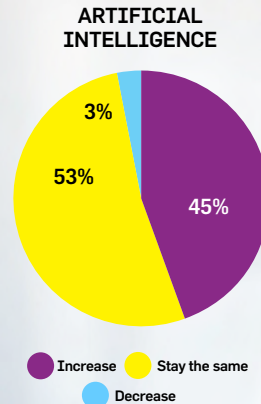
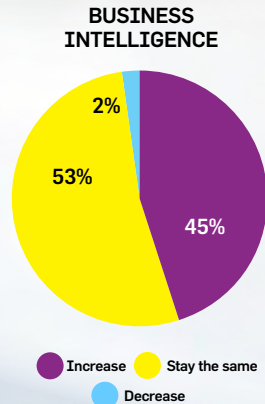
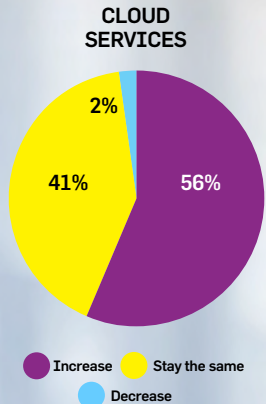
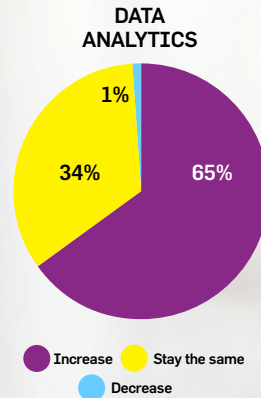
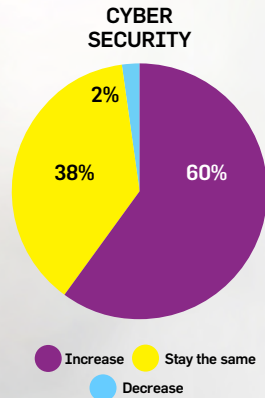
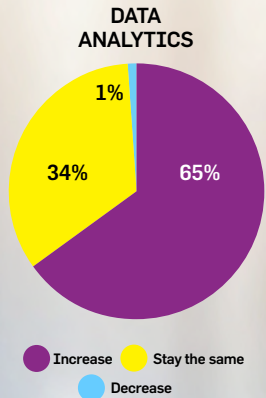
- Evolution of IaaS, PaaS and SaaS
- Contact Centre innovations
- Move to / continuation of hybrid working

COMBINED SPENDING POWER OF GROUP

£1.35 Billion



SPEND MAPPING

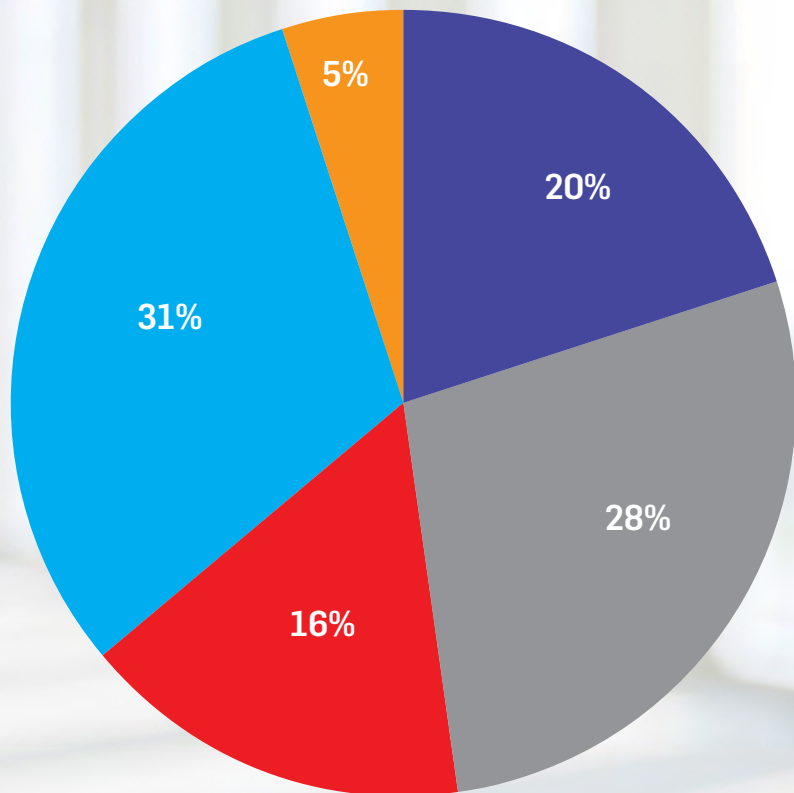


The need for increased investment in data analytics was highlighted as the most urgent concern for central government departments. With the dramatic increase in data readily available to government agencies, it is crucial that this data is effectively harnessed and analysed to maximise efficiencies and allow for data informed decisions to be made.

However with this increased access to data comes the need to increase cyber security measures to ensure information is effectively and securely stored to make certain data threats and breaches are not plausible.

TOP STRATEGIC PRIORITY

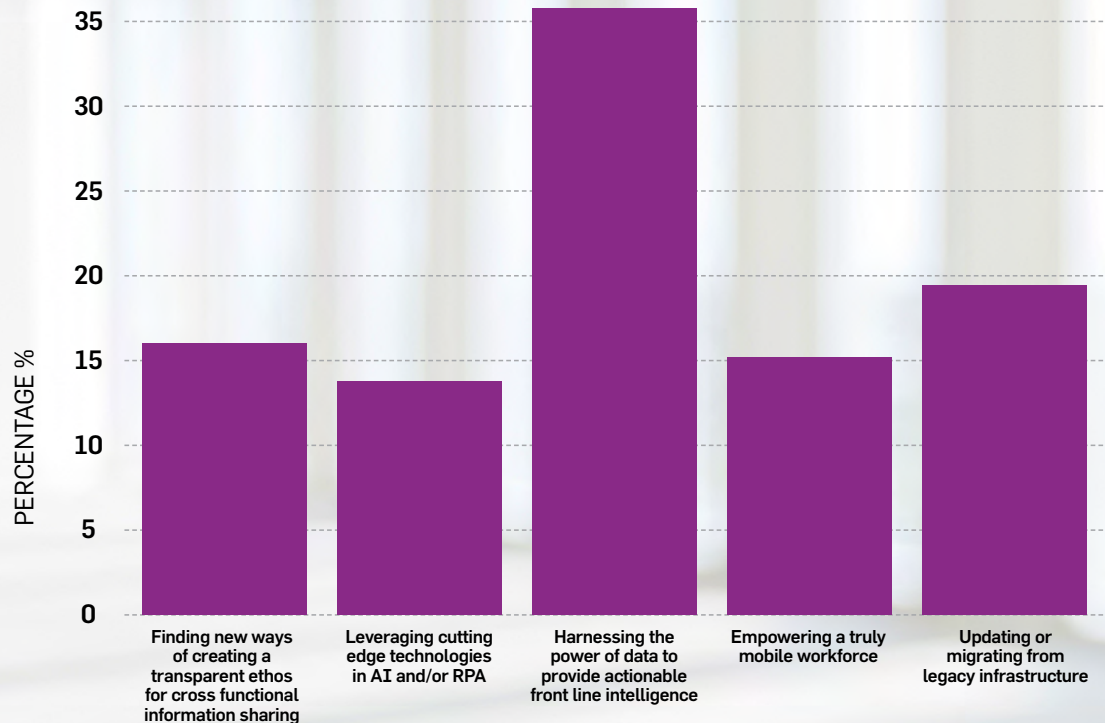
- Modernisation of Service Delivery Models
- Seamless transition post-Brexit
- Creative use of Technology to Support the Wider Organisation's Business Priorities
- Efficient and Cost Effective Implementation of Policy Changes
- Delivering Seamless Business Transformation Focused on People, Processes and Technology Implementation
- Delivering a Service that Exceeds pre-COVID standards in a post-COVID World



Following increased uncertainty within central government in recent months, the need to deliver seamless business transformation was ranked as the top strategic priority by the attending delegate group. This coupled with the growing prioritisation of the creative use of technology to support the wider organisation's business priorities, demonstrates the increased focus on improving central government operations.

With this recognised growing importance to effectively utilise technology, it highlights government departments' current emphasis on prioritising digital transformation to streamline processes and support government agencies' strategic aims.

TOP TECHNOLOGY PRIORITY

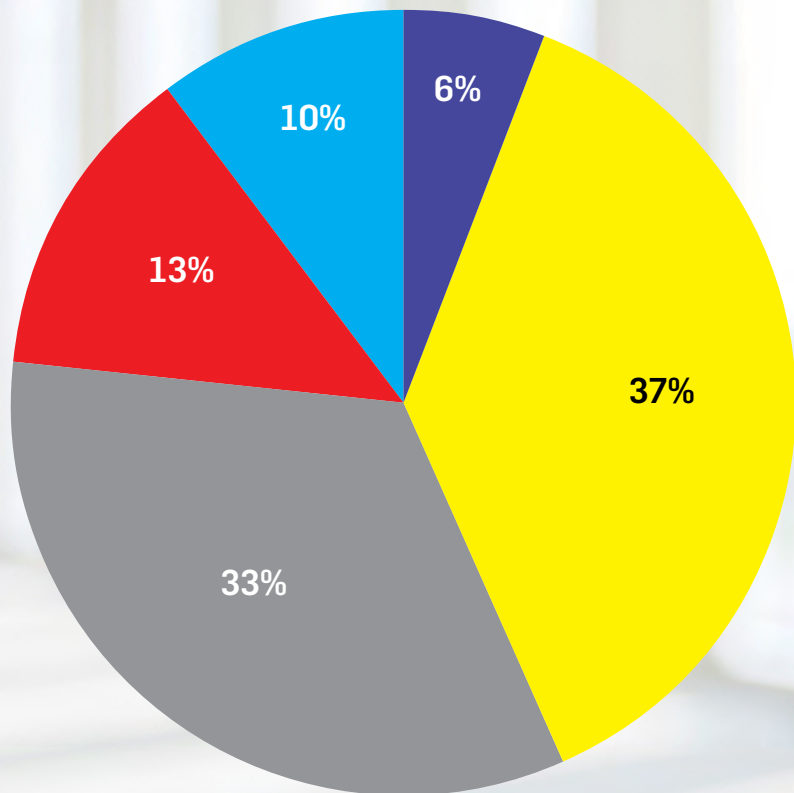


Harnessing the power of data to provide actionable front line intelligence was ranked by the group as the top technological priority within central government departments. As public bodies and government agencies continue to recognise that digital technologies and reliable data are key to improving services, the need to eradicate weak information management and enable the translation of data and intelligence into action continues to grow.

Additional top priorities include updating or migrating from legacy infrastructure which emphasises the increased focus on revising technologies and modernising government capabilities.

COVID-19 RESPONSE PRIORITIES

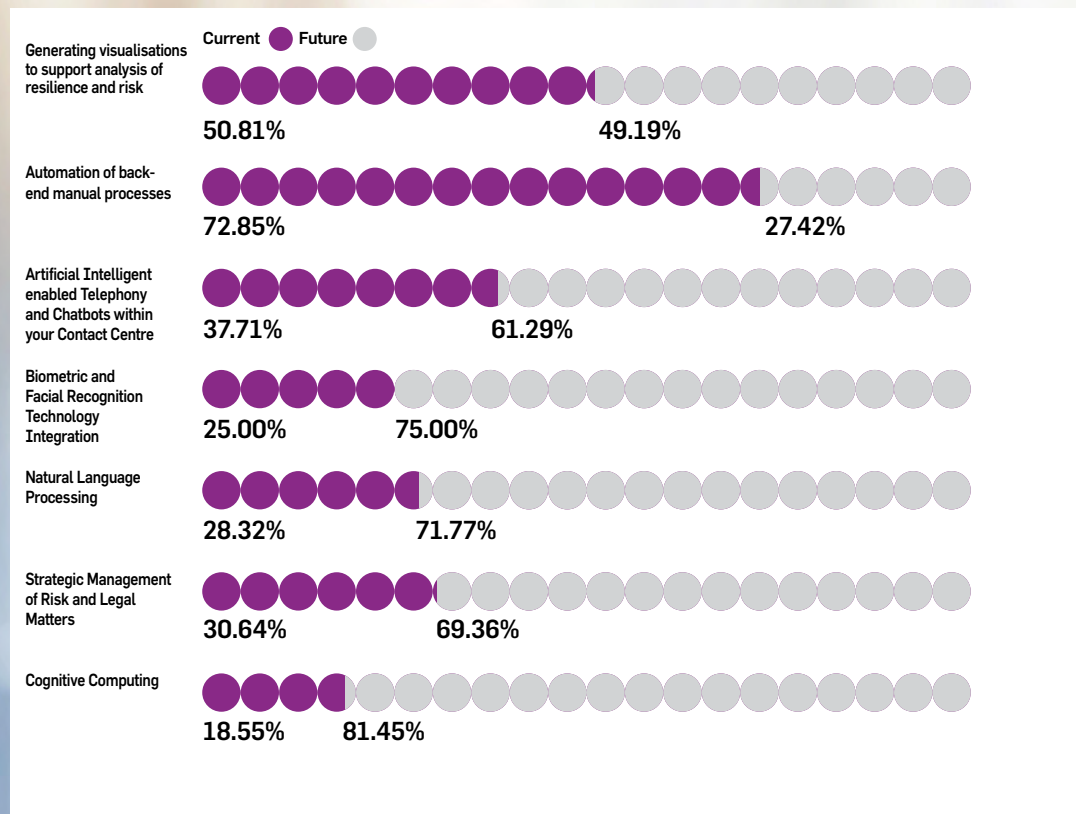
- Creating programmes to better safeguard staff in case of future outbreaks especially those in roles that include direct interaction with the public
- Technology to support remote and distant working
- Designing working procedures that can respond in an agile manner to the unpredictable political climate
- Finding efficiency savings through use of technology in light of inevitable future budget cuts
- Contingency planning for changes in resource demand caused by the likely economic difficulties post-COVID



Whilst the Covid-19 pandemic presented many challenges to the public sector, it also happened to accelerate government departments' digital transformation journeys, one of which includes the increased capability of remote working which is still a main priority for public body agencies.

Additionally, the pandemic also highlighted government shortcomings in regards to the ability to quickly respond to unexpected events. Over a third of the group stressed the need to now design working procedures that can respond in an agile manner to the unpredictable political climate.

CURRENT OR FUTURE PRIORITIES

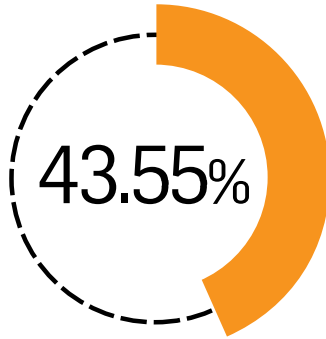


As government resources continue to be stretched, implementing automation of back-end manual processes was ranked by nearly 75% of the delegate group as their top current priority. Focusing on automation contributes towards improving operational efficiencies by automating repetitive processes and freeing up time for staff.

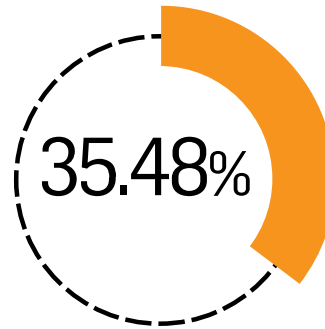
As digital capabilities continue to advance, generating visualisations to support analysis of resilience and risk is also flagged as a current priority within central government, emphasising the increasing importance to improve risk management.

CYBER SECURITY OUTLOOK

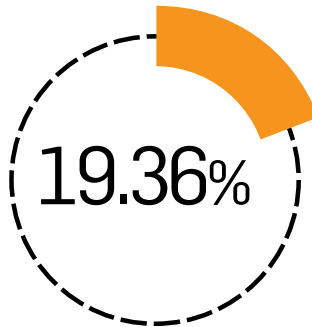
Mission Critical – one of the Highest Concerns Within the Strategic Thinking of the Department



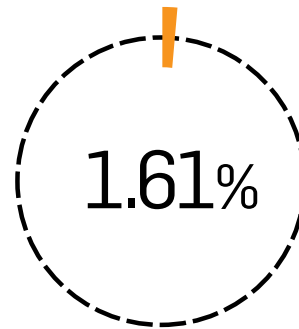
Highly Important – Cyber Security is High on our List of Priorities for the Department



Part of a Wider Plan – Whilst the Department Recognise the Importance of Cyber Security, it is only One of Many Issues We are Concentrating On



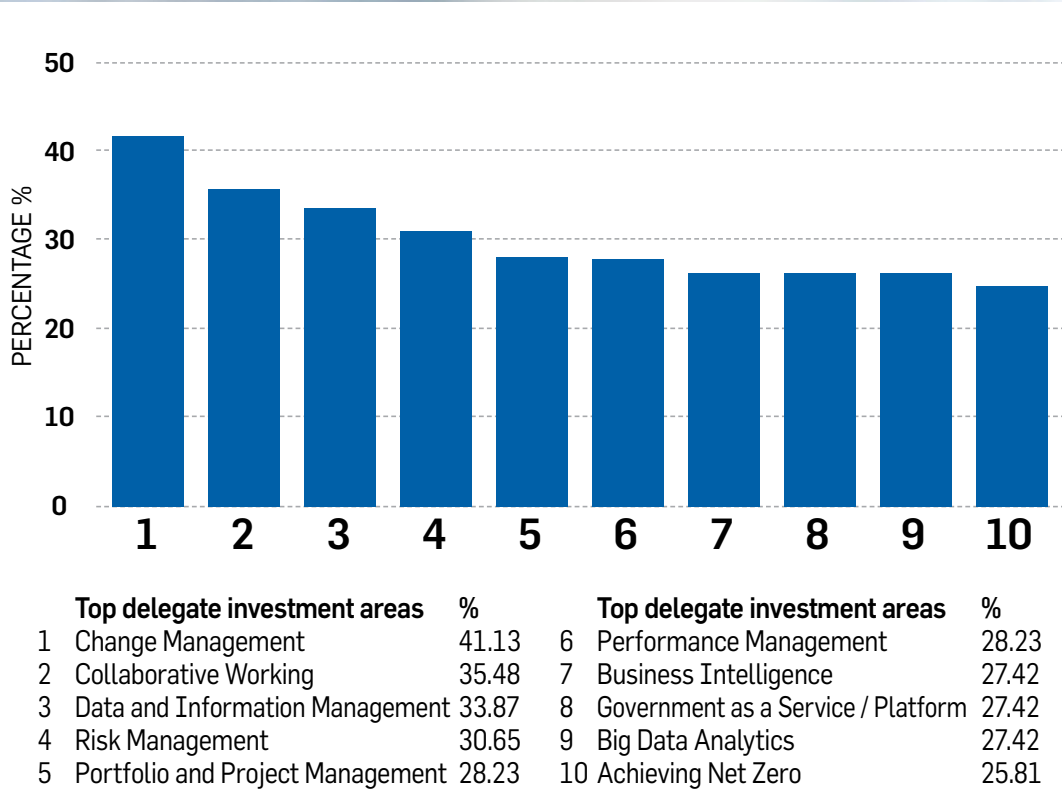
Side-line Issue – Cyber security is Adequately Resourced and as such is not a Priority for the Department at the Current Time



Whilst government departments are striving towards digital transformation, increased adoption of digital processes is not without its challenges and risks. After collating the survey's data, nearly 45% of the group have said cyber security is one of the highest concerns within the strategic thinking of the department.

Cyber resilience is critical to enabling public confidence and ensuring organisations do not fall victim to a cyber attack or breach. In light of this, only 2% of the delegate group said cyber security is adequately resourced and as such is not a priority for the department at the current time.

DELEGATE INVESTMENT AREAS



Our group of senior decision-makers highlighted change management as the area they are most heavily investing in, with over 40% of central government leaders ranking it as their top priority. As new technologies continue to be implemented across departments and government agencies, ensuring these changes are successfully adopted and implemented is key to guaranteeing that transitions are smooth and successful.

Collaborative working and data and information management are also areas the client group are looking to invest in, demonstrating the need to review processes to assist with better delivery of services.



All our Strategy Forums combine industry leading searchable analytics through Client IQ - our delegate discovery platform. Key client investment data is blended with enhanced networking capability via our Forum Link app for everyone to intelligently connect through multi-channel exchanges during our live Strategy Forums.

Deep understanding and clever tech connecting smart people in smooth interactions. Goodbye static conferences, hello evolution.

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