7 February 2020 — Fifty-eight percent of government CIOs faced organisational disruption during the past four years, according Gartner, Inc.’s 2020 global survey of CIOs*. Fifty-two percent of respondents said they had also faced a funding shortfall in that same time frame. These figures are higher than those for all other industries.

“Governments are struggling in many areas, following disruptions including changes in leadership, reorganisations and funding shortfalls,” said Alia Mendonsa, senior research director at Gartner. “For many government CIOs, disruption will affect their IT budget growth, and the funding and launch of new business initiatives will suffer. Inflexible funding models exacerbate this issue, due to budgetary processes and cycles within government.”

CIOs of government organisations are still developing their digital leadership skills and strategy. “The government sector is lagging behind other industries in all aspects of strategy, particularly in its ability to communicate a clear and consistent business strategy that articulates how the organisation will achieve its vision,” said Ms. Mendonsa.

The survey found that less than half (48%) of government CIOs said their organisation had a clear and consistent overall business strategy. “In the absence of a formal business strategy, government CIOs need to incorporate strategic business outcomes into their digital government strategy,” said Ms. Mendonsa. “Business outcomes will be validated by the business as part of the strategy approval process.”

The survey results showed that government CIOs are ahead of other industries in enhancing citizen-centricity by developing and delivering digital services, however they remain slightly behind other industries in most IT process domains.

“To fix this, government CIOs should assess the maturity of their IT processes to identify areas of strength and weakness, and then prioritise implementation of improved processes and workflows according to the results,” said Ms. Mendonsa.

Data and Analytics, AI and Cloud Technologies Remain Game-Changers

The survey found that data and analytics, artificial intelligence (AI) and cloud technologies remain game-changers for government CIOs in 2020. Survey results showed that within the next 12 months the majority of the respondents had already deployed or are focused on deploying cybersecurity (84%), AI (37%) and robotic process automation (33%).

“Government CIOs need to prioritise investment in emerging technologies according to potential value for their institution,” said Ms. Mendonsa. “More mature technologies such as cloud, and data and analytics, offer immediate benefits in terms of capability and scalability for delivering digital government services, and therefore may be prioritised. Experiments with AI and robotic process automation may start small initially, and once their value can be demonstrated, initiatives involving these emerging technologies may be scaled up over time.”

Gartner clients can learn more in the report “2020 CIO Agenda: A Government Perspective.” Learn more about leadership and how to win in the turns in the Gartner CIO Agenda for 2020.

Gartner IT Symposium/Xpo

Learn more about CIO leadership and how to drive digital innovation to the core of your business at Gartner IT Symposium/Xpo 2020. Follow news and updates from the conferences on Twitter using #GartnerSYM.

*Note to Editors

The 2020 Gartner CIO Survey was conducted online from June to August 2019 among Gartner Executive Programs members and other CIOs. A total of 130 government CIOs took part in the survey.

About Gartner

Gartner, Inc. (NYSE: IT) is the world’s leading research and advisory company and a member of the S&P 500. We equip business leaders with indispensable insights, advice and tools to achieve their mission-critical priorities today and build the successful organisations of tomorrow.

Our unmatched combination of expert-led, practitioner-sourced and data-driven research steers clients toward the right decisions on the issues that matter most. We are a trusted advisor and an objective resource for more than 15,000 enterprises in more than 100 countries — across all major functions, in every industry and enterprise size.
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