Digital Transformation Goals

Digital transformation enables agencies to:

- Make better informed decisions
- Provide better services and information to employees and constituents
- Increase operational and process efficiencies
- And

Operational excellence in production/creation of offerings 53%
Customer excellence in production/creation of offerings 41%
Customer excellence — engagements 41%
Data capitalization and monetization 37%
Operational excellence — supply chain and distribution 36%
Talent excellence — charge management, collaboration and innovation culture 29%

Cloud, Agile Development, and Intelligent Cores Expand Digital Platforms

Agency leaders are leveraging new technologies to expand their digital platform beyond a conventional layered architecture:

- Cloud-based API strategies that orchestrate exchange of data across your ecosystem 59%
- New customer experience technologies that fully support customer and ecosystem-facing business models 47%
- Agile application architectures on PaaS using microservices and containers 41%
- An intelligent core based on data management, AI and machine learning 38%

Key Metrics to Measure DX Success

In addition to standard metrics, 61% of government executives are using new KPIs to measure the success of their overall DX journey, including:

- Use process/service effectiveness
- Use metrics
- Use standard metrics
- Use data capitalization

46% 40% 40% 36% 33%