

FOUR TRENDS SHAPING YOUR AGENCY'S FUTURE

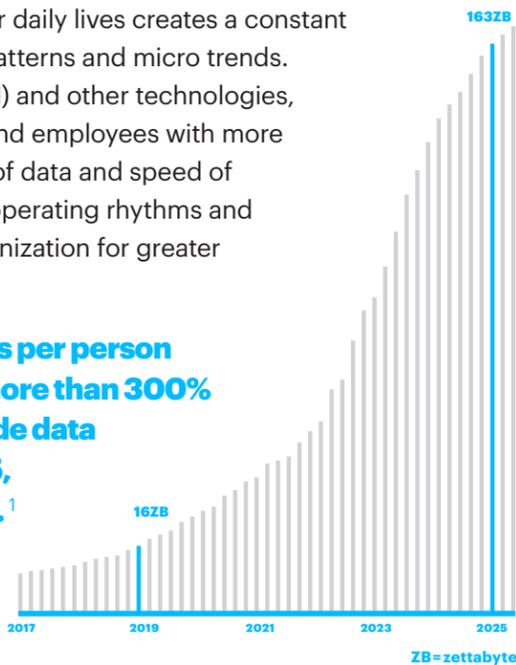
Disruptive forces are radically reshaping the world as we know it. How will your agency take them on to deliver the mission, serve customers, and empower the workforce in new and different ways? We invited strategists, designers, technologists, researchers, and current and former federal executives to point to where these trends are heading in the next 10 years, how they will impact government, and what you can do to prepare your agency now.

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DATA REDEFINES RELATIONSHIPS

The surge of data that power our daily lives creates a constant flow of previously undetected patterns and micro trends. Through artificial intelligence (AI) and other technologies, agencies will serve customers and employees with more speed and accuracy. The value of data and speed of decision-making shifts agency operating rhythms and resources faster across the organization for greater collaboration and impact.

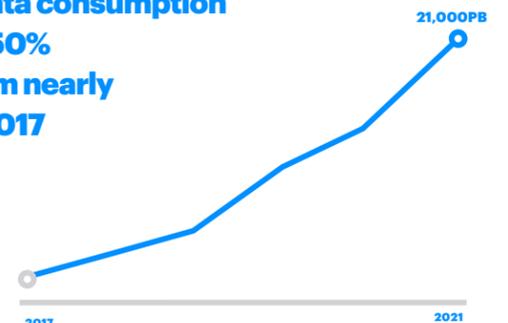
Data-informed interactions per person are expected to multiply more than 300% by 2025 and total worldwide data will swell to 163ZB by 2025, 10 times the amount today.¹



VIRTUAL IS THE NEW FACE OF GOVERNMENT

As demand for immersive services and experiences grows, virtualization allows agencies to offer citizens access to a world of services at their own convenience, on many devices. By combining extended reality with AI, agencies dramatically accelerate how fast employees can be re-skilled and cross-skilled. Teams collaborate easily and tap into the value of relationships in different locations and across the organization.

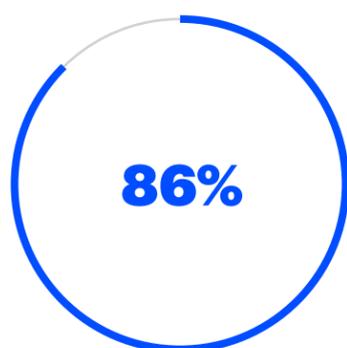
Wireless VR headsets (smartphone-based and standalone) data consumption will grow by more than 650% over the next 4 years, from nearly 2,800PB (Petabytes) in 2017 to 21,000PB in 2021.²



TRUST IS CRITICAL INFRASTRUCTURE

With more data and connection points at risk of cyber breach, agencies seek to secure services that are increasingly digital, virtual, and data-driven. Agencies explore new ways to ensure a more secure, resilient services ecosystem through trusted digital identity and authentication and safeguard the confidence of citizens, employees, and partners.

86 percent of federal leaders say that collaboration with the private sector over the next four years will be key to building cyber-resilience and thwarting attacks.³



AUTHENTICITY IS CURRENCY

As more of our daily routines are enhanced by AI, machine learning and other technologies, citizens and employees expect the government's help to detect misinformation and manipulation. Agencies embrace new technologies and partners to protect the integrity of their data, services, systems and cultivate innovation and education throughout their ecosystem.

13 countries accounting for 58% of the global GDP have regulations that take steps to cut off the free flow of data across borders.⁴



¹ Source: <https://www.seagate.com/files/www-content/our-story/trends/files/idc-seagate-dataage-whitepaper.pdf>

² Source: Accenture analysis of national labor force data

³ Source: Juniper Research on Future of Cybercrime & Security 2017

⁴ Source: Accenture Research analysis on ITI and Oxford Economics data