

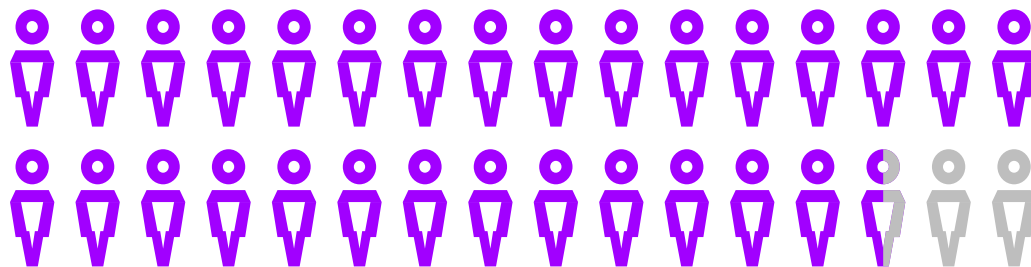
FIVE TRENDS DEFINING POST-DIGITAL GOVERNMENT

SEPTEMBER 2020



The I in Experience

Enabling individual control over the experience



92%

of federal executives believe that, to compete in a post-digital world, organizations need to elevate their relationships with customers as partners.

AI and Me

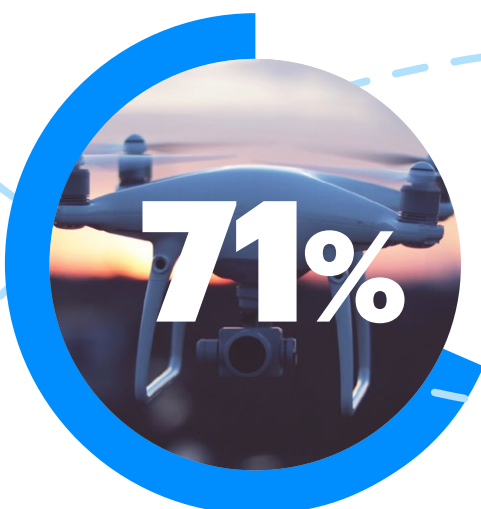
Unlock AI's full potential through human-machine collaboration



of federal executives acknowledge that collaboration between humans and machines will be critical to innovation in the future.

Robots in the Wild

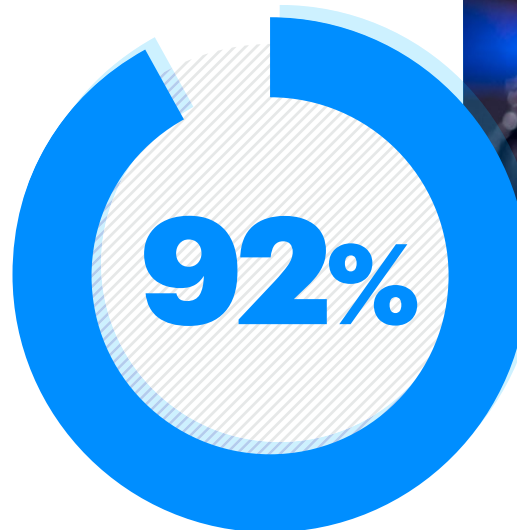
Viewing robots through a mission lens



of federal executives believe social and service robots in public spaces will raise major ethical, legal, and societal concerns, including security threats and privacy risks.

The Dilemma of Smart Things

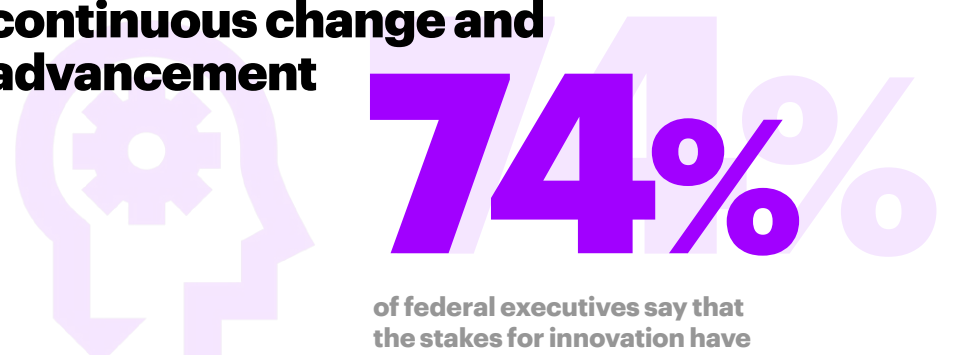
Avoid the perils of the "beta burden"



of federal executives say their organization's connected products and services will have more, or significantly more, updates over the next three years.

Innovation DNA

Thriving in an era of continuous change and advancement



of federal executives say that the stakes for innovation have never been higher.