Accenture Federal Technology Vision 2020:
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 Al’s full potential through human-machine collaboration

85% of federal executives acknowledge that collaboration between humans and machines will be critical to innovation in the future.

The Dilemma of Smart Things
Avoid the perils of the “beta burden”

92% of federal executives say their organization’s connected products and services will have more, or significantly more, updates over the next three years.

Robots in the Wild
Viewing robots through a mission lens

71% 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.

Innovation DNA
Thriving in an era of continuous change and advancement

74% of federal executives say that the stakes for innovation have never been higher.

www.accenture.com/fedtechvision2020

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