## accenture

### **Accenture Federal Technology Vision 2020:**

## **FIVE TRENDS** DEFINING **POST-DIGITAL** GOVERNMENT

SEPTEMBER 2020

The I in Experience

**Enabling individual** control over the experience

# 

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



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

#### **Robots in the Wild**

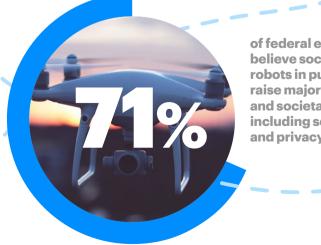
#### **Viewing robots through** a mission lens

#### The Dilemma of Smart Things

**Avoid the perils** of the "beta burden"

2%

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



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

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

#### www.accenture.com/fedtechvision2020

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