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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

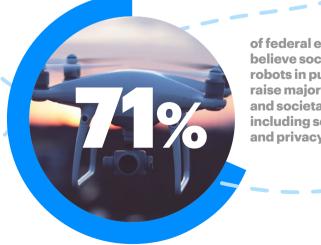
Viewing robots through a mission lens

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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