High performance. Delivered.

Five key technology trends:
What do they mean for public service?

Internet of Me: Public services personalized

Identify needs, motivations, preferences and pain points to shape the entire "customer" experience.

A seamless experience leads to more satisfied citizens and helps government encourage positive behaviors—from healthy living to tax compliance.

Outcome Economy: Linking digital and physical to drive outcomes

Digital devices will:
- tie together businesses, governments and individuals from every industry of the world
- transform how governments engage with citizens and deliver outcomes

Connected devices at work can:
- provide real-time data for public safety with intelligent cameras and sensors
- help drivers find available spots with smart parking systems

Platform (R)evolution: Platform-based public services

Digital platforms are at the heart of the ongoing digital revolution.

Government will support digitally enabled ecosystems for: education, health, social security, public safety, economic vitality, quality of life and smart cities.

The Platform (R)evolution will bring together government agencies, non-government organizations and the public with strong governance standards and platform-enabled interoperability.

Intelligent Enterprise: Huge data, smarter software—better outcomes

Embedded software intelligence can help government:
- drive operational efficiency
- identify under payment of taxes
- predict and prevent crime

For governments, an Intelligent Enterprise requires big data, highly intelligent software and cultural transformation.

Workforce Reimagined: Governing at the intersection of humans and machines

Digital assistants, wearable devices, robotics and digital printing will supplement people in the workforce for higher productivity.

Government's success will be built on strong, peer-to-peer collaboration, insights in the field at the points of services and minimal "red tape."

Explore more

To learn more about how government can deliver public service for the future—and discover the findings of Accenture's first Technology Vision survey of public service leaders across nine countries—visit accenture.com/publicservicetechnologyvision.