

Smart move: intelligent technologies make their mark on public service

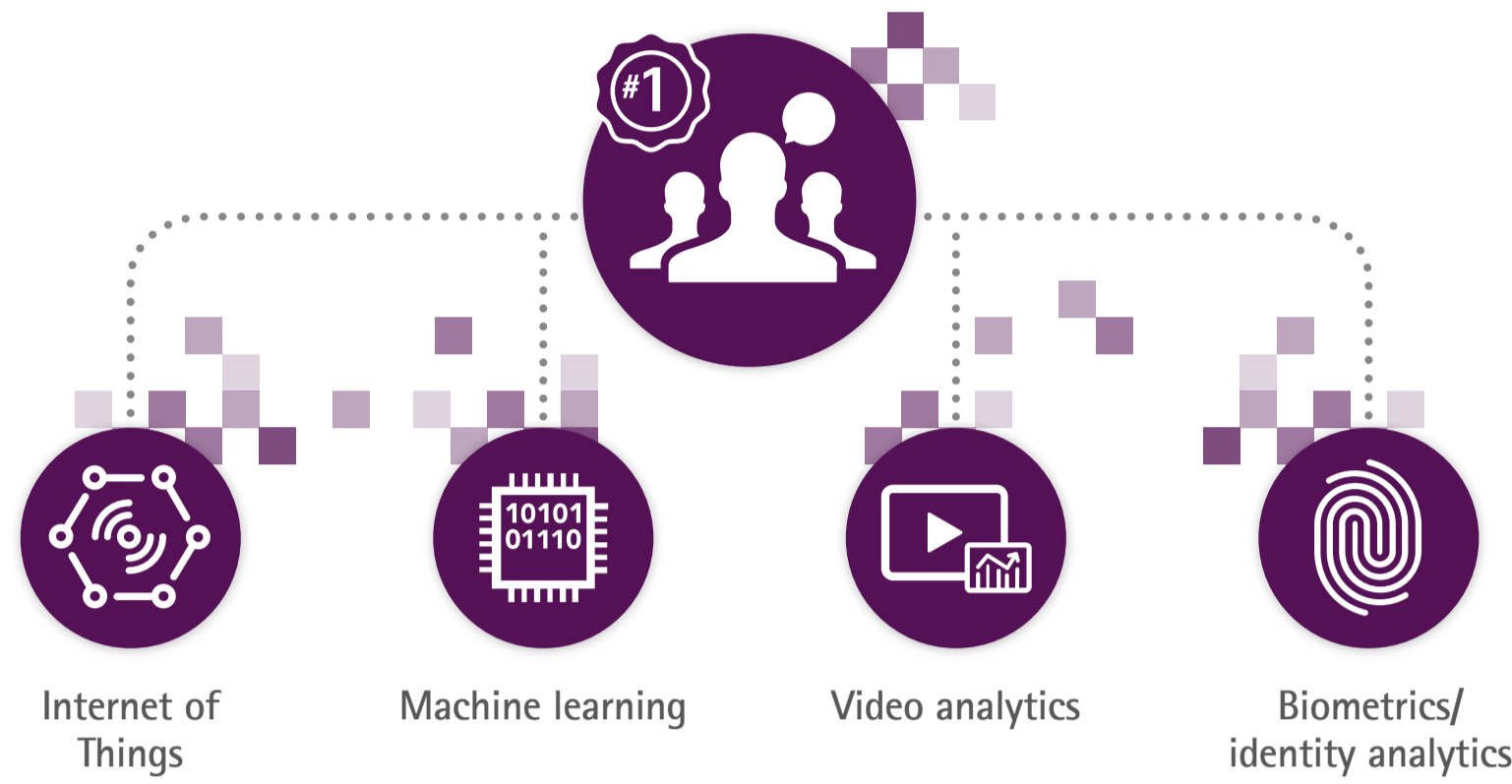
The Accenture Public Service Intelligent Technologies Research, based on a survey of public service technology leaders in nine countries, reveals that intelligent technologies are already playing a pivotal role in helping agencies achieve their mission.

Real outcomes are within reach

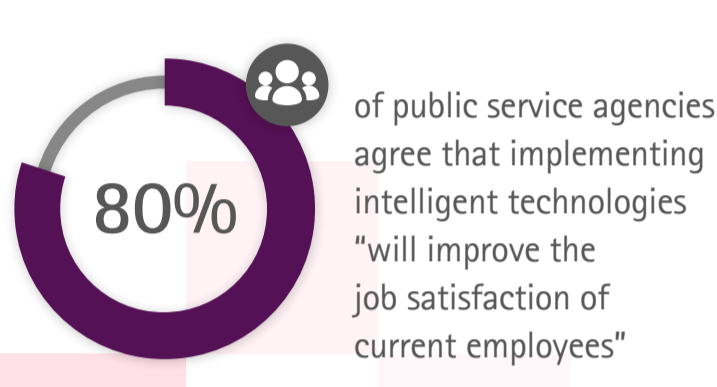
Intelligent technologies have the potential to play a transformative role in meeting public service agencies' key challenges.

Improving satisfaction of citizens

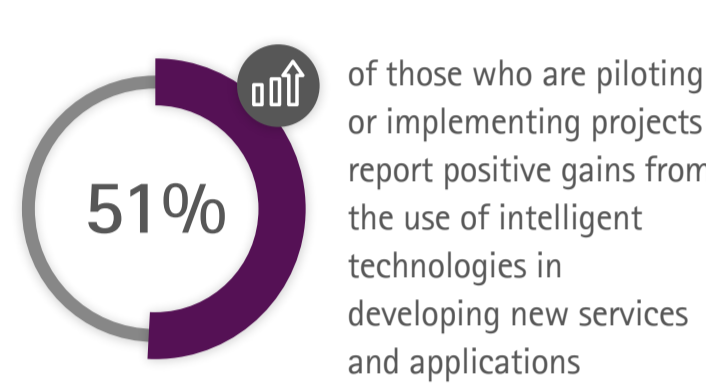
The #1 objective when considering or implementing the Internet of Things, machine learning, video analytics and biometrics



Improving satisfaction of employees

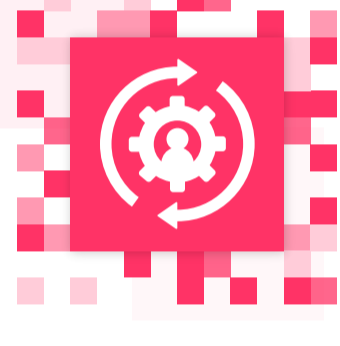


Outcomes are already being achieved



But obstacles remain

Top three barriers to implementation of intelligent technologies



Legacy systems



Lack of leadership support or understanding of potential



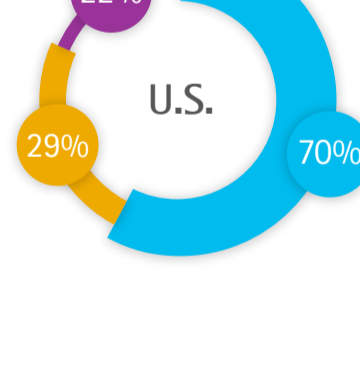
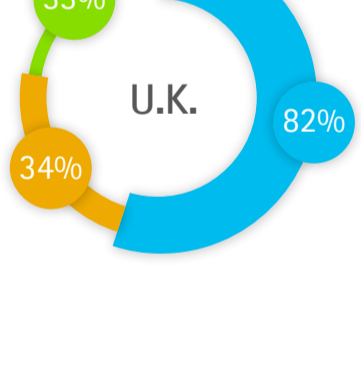
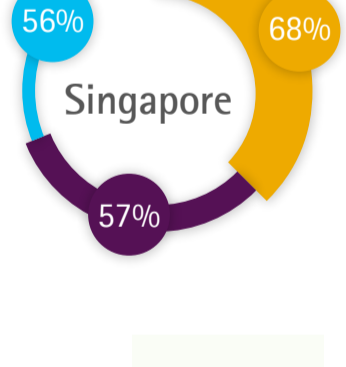
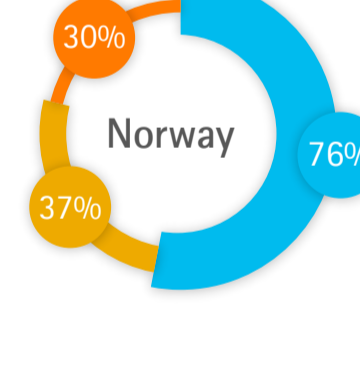
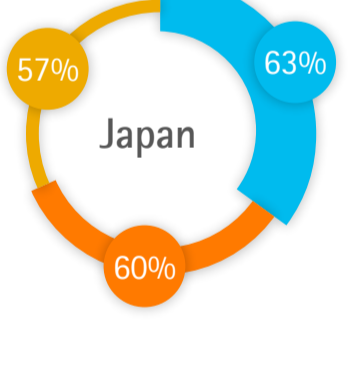
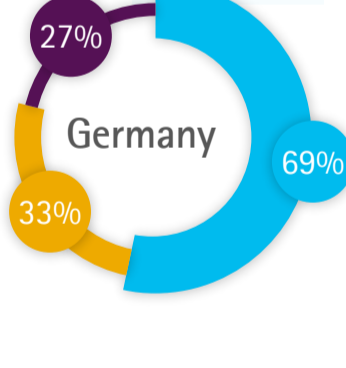
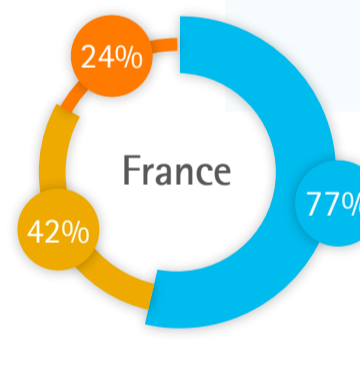
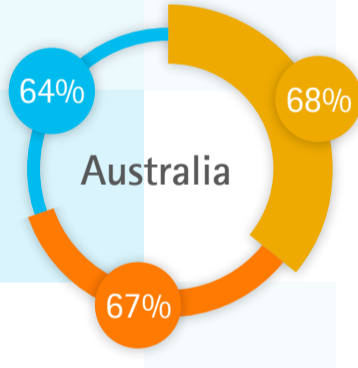
Lack of internal skills or ability to hire

Intelligent technologies gain momentum

Adoption patterns may differ by sector and geography, but there is a clear appetite for embracing intelligent technologies.

Top three intelligent technologies piloted or implemented by country

- Advanced analytics/predictive modeling
- Machine learning
- Biometrics/identity analytics
- Intelligent process automation
- Natural language processing/generation
- Video analytics



Making the next move

Address the skills gap

The top three skills recruitment priorities



Digital developers and designers

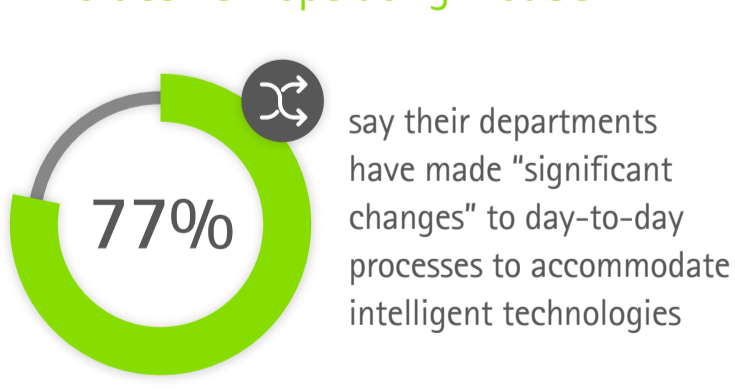


Data scientists

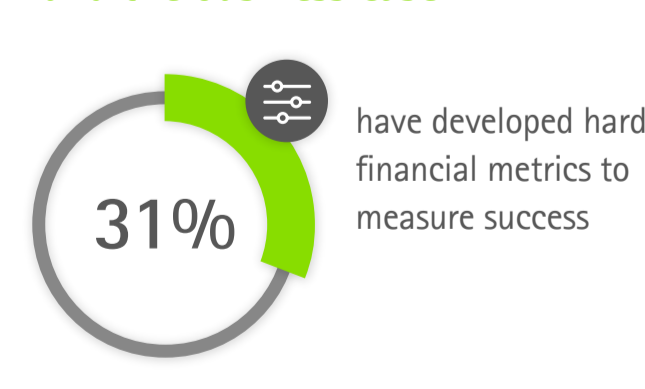


Software engineers

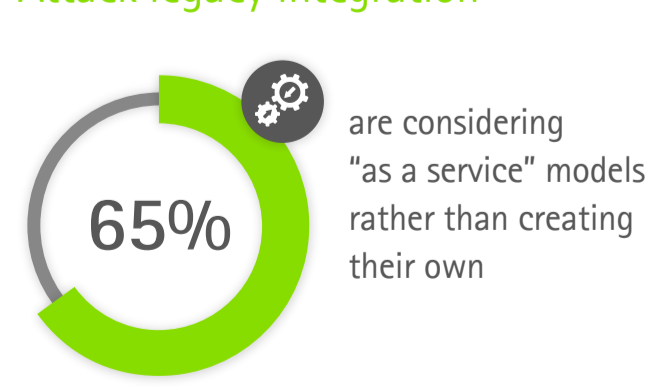
Embrace new operating models



Build the business case



Attack legacy integration



Collaborate with the private sector and citizens



About the research

The Accenture Public Service Intelligent Technologies Research surveyed 774 IT leaders from public service organizations in nine countries (Australia, Finland, France, Germany, Japan, Norway, Singapore, the U.K., and the U.S.). The telephone survey (CATI) was conducted by Longitude Research between April and May 2016. The survey was supplemented by in-depth qualitative interviews with experts across these countries.

Learn more at: Accenture.com/public-service-technologies-research