The impact of new technologies in delivering secure and trusted public services

Video Transcript

In today’s digital world, trust is based on two key components: ethics and security. Whether you are a policing agency, an immigration agency, taxation, social services...delivering trusted community services remains a key part of your mission. Our new research on the role of intelligent technologies in public service reveals that safety and security are the number one consideration for citizens worldwide. Most technology leaders in public services believe that applying intelligent technologies can help to reduce risk and increase security, whether you are in the taxation area, social services, pensions, policing, borders or justice. We see that reduced risk and improving public safety are key motivators for implementing advanced technologies such as video analytics and biometric identity. They are also one of the top three reasons for implementing advanced analytics. Now at the same time, agencies face serious challenges in relation to the fast-changing and emerging range of security technologies that are out there—and at the same time people remain central in terms of their behaviors and their culture in a security context, as well as the challenges of attracting and retaining security talent in what is a very hot area. So as a result, we’re seeing a new wave of managed security services where public service agencies are looking to the private sector to help them deliver a secure outcome for their citizens and for their employees.