GOVERNMENT TRENDS 2020

What are the most transformational trends in government today?

Faced with massive technological and social change, governments need to be more intuitive and integrated in responding to both challenges and opportunities. Understanding the nine trends set out in the *Government Trends 2020* report produced by the Deloitte Center for Government Insights is an important first step in navigating the challenges ahead.

1. AI-augmented government: Climbing the AI maturity curve

Artificial Intelligence has the potential to enhance quality and efficiency across many aspects of government - from healthcare to transportation to policing. More than 25 countries have launched national AI strategies, and how governments choose to use and regulate AI will shape societies for years to come.

2. Digital citizen: Improving end-to-end public service delivery via a unique digital identity

A unique digital identity for citizens could improve efficiency, eliminating the need for citizens to provide the same information to different agencies. Estonia, India, and the EU are leading the trend for using digital authentication technologies in government.

3. Nudging for good: Using behavioural science to improve government outcomes

Using "nudges" to influence citizen decisions is becoming a popular tool in the public sector. While application of behavioural insights has produced positive policy outcomes, there are concerns about the implications for citizen autonomy.

4. The rise of data and AI ethics: Managing the ethical complexities of the age of big data

The four biggest issues driving debate around data and AI ethics are privacy, lack of transparency, algorithmic bias and discrimination, and lack of governance and accountability.

This brief is based on a report from the Deloitte Center for Government Insights, which distils their research to date into nine of the most transformative trends in government today.

The nine trends focus on government operations rather than specific policy issues, have moved beyond the pilot stage and into the heart of government, and are global in scope – happening in both developing and more economically advanced nations.

Across the trends there is potential for improved efficiency, quality, and positive outcomes for citizens, but there will be ongoing challenges in funding, preparing the workforce for new ways of working, and ensuring privacy, equity and transparency.

The report can be accessed at: https://www2.deloitte.com/content/dam/insights/us/articles/government-trends-2020/DI_Government-Trends-2020.pdf

5. Anticipatory government: Pre-empting problems through predictive analysis

Predictive analytics can ensure prevention and early intervention and has been applied to a range of policy areas, from reducing crime and preventing fatalities to preparing for natural disasters and predicting cyber-attacks. Equipping governments with adequate skills and training and tackling organisational change management are key considerations in transitioning towards data-driven, predictive decision-making.

6. Cloud as innovation driver: The foundation for employing emerging technologies in government

Cloud computing has been central to many digital transformations across the private and public sectors. More than just an efficient way to store data, cloud is the foundational setting for emerging technologies (including AI, data analytics and the Internet of Things). Cloud computing is a key enabler of innovation through breaking down data siloes and connecting stakeholders across different systems.

7. Innovation accelerators: Creating safe spaces for government innovation

There are now many policy innovation units and labs across the world. Public sectors are beginning to embrace innovation and give dedicated space for experimentation. Innovation unit activities may include developing new solutions in-house, modifying existing external solutions, enabling others to innovate though open data, creating incentives such as prize challenges, or leadership and training that supports sharing innovative ideas.

8. Smart government: Smart city solutions for the public services landscape

Data, technology and analytics can transform the places we live into "smart cities" – integrated, connected and sustainable communities. The trend is also evident across university campuses, military bases, airports and rural communities. There are three key components that enable the smart government movement: smart public-private ecosystems, smart connectivity and data, and smart platform and engagement.

9. Citizen experience in government takes centre stage: Treating citizens like customers to drive triple value impact

Governments are increasingly valuing the customer experience of their citizens. Different approaches to improving citizen experience include human-centered design, measuring customer experience, and the co-creation of public services and policies. Potential benefits include increased citizen trust and satisfaction, but keeping up with rising expectations may provide challenges.

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This brief is one of an occasional series of papers highlighting issues of interest in public management. **It was prepared by Ellen Garvey.**

Other insight briefs produced as part of this series are available at https://www.ipa.ie/research-papers/insight-briefs.4014.html