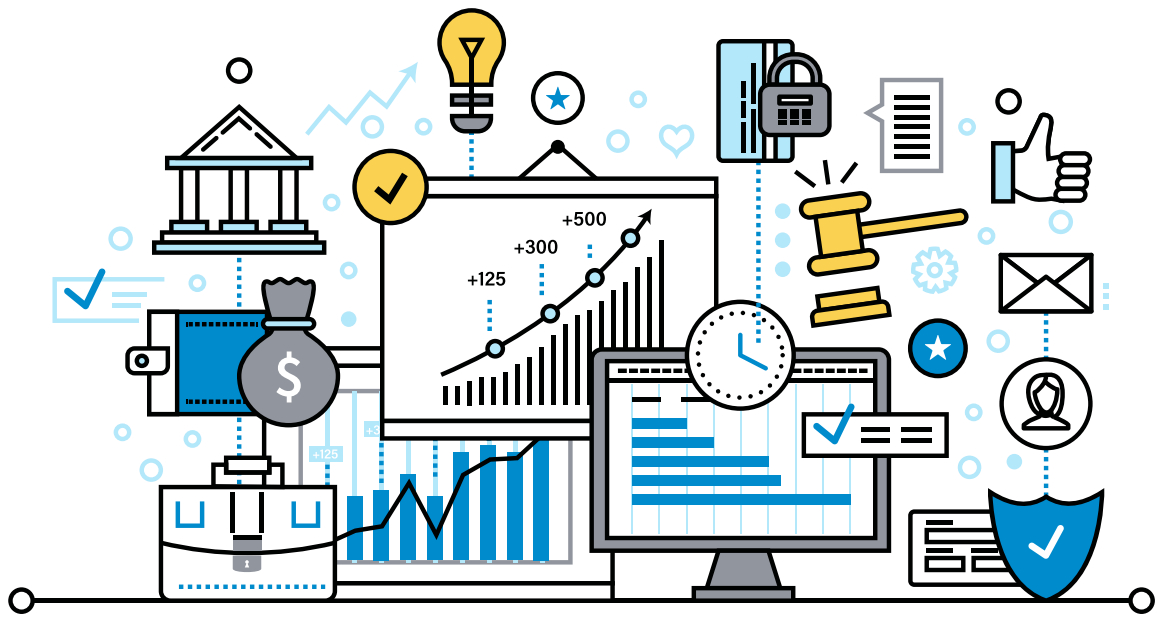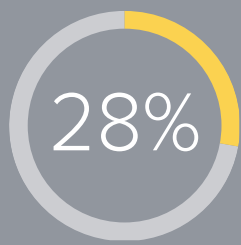# TRENDS IN GOVERNMENT

2018
THE FUTURE STARTS NOW

A technology renaissance is underway among state and local government agencies, as technologies once considered bleeding edge now are becoming ubiquitous. These digital initiatives are resulting in a more customer-centric focus on serving constituents end to end.
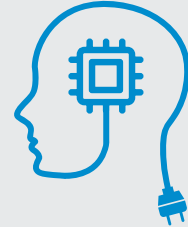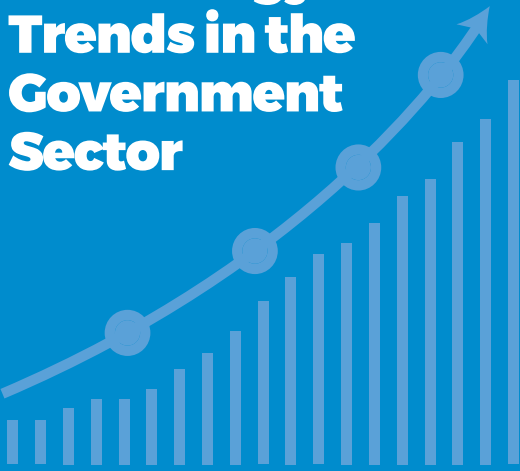
Governments are spending on IT

28%

Amount of budget government CIOs planned to spend on digital initiatives in 2017: **28 percent**

(Source: "Gartner Survey Finds Government CIOs Spend 21 Percent of Their IT Budget on Digital Initiatives," press release, Gartner, April 25, 2017 https://www.gartner.com/newsroom/id/3693017)

## Technology Trends in the Government Sector

Artificial Intelligence and Robotics: AI currently is being used to handle tasks quickly that otherwise would take much longer for humans to do, such as sort through massive amounts of paperwork to find relevant information. Plus, any high-volume, rules-based work can be performed by process robotics, which helps free employees to focus on more valuable customer-facing activities.

Autonomous Vehicles: Government agencies with fleets can use autonomous vehicle technology to help improve the overall safety of their drivers, as well as other drivers and pedestrians, as well as improve productivity. Departments could dispatch autonomous vehicles to perform street maintenance, conduct welfare checks or report on road conditions. Transportation agencies could use autonomous buses to improve on-time performance while reducing labor costs.

Digital Government: Technologies such as mobile services, common online identities and crowdsourcing can be utilized to streamline services and improve the end user experience in myriad ways, such as alerting constituents when wait times at the DMV exceed 20 minutes, for example, or enabling constituents to log into multiple government sites using one login.
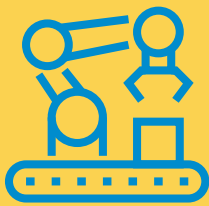
Automation: Process automation can free employees from mundane tasks such as filing paperwork to work on more meaningful projects or tasks that require their full attention, such as addressing constituent issues. Intelligent automation, such as chatbots, use analytics to provide accurate and meaningful information in real time.

Efforts to Increase Cybersecurity: Cloud workload protection platforms, deception technologies and artificial intelligence are emerging as critical tools in helping agencies protect sensitive and valuable data from cyberthreats. Artificial intelligence in particular is poised to be the underlying technology powering the next generation of government services.

The Vital Network

Now is the time to ensure your network is robust enough to support the demands of new-generation technologies in government. Partner with a service provider that can provide reliable, flexible connectivity with scalable bandwidth and direct access to major cloud service providers to provide the best applications and services to ensure an optimal customer service experience.

COMCAST BUSINESS