

# IDC Government Insights: Worldwide Public Safety Transformation Strategies

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Public safety organizations around the world are grappling daily with digital transformation as they work to balance issues around public trust, legitimacy, privacy, and transparency with operational effectiveness and protecting people and assets both physically and from cybercrime. To accomplish this, progressive organizations are deploying a broad swath of next-generation technologies such as artificial intelligence, advanced video analysis, fixed and mobile surveillance, real-time crime centers, digital evidence management platforms, digital forensics, mobile solutions, and wearables. Data and process interoperability allow public safety professionals and community safety practitioners to connect the dots more quickly across multiple geographies and jurisdictions, while enhanced situational awareness provides emergency services with quicker response times and a more nuanced and effective organizational capability. This service addresses issues relevant to national, regional, state, and local public safety agencies spanning the judicial continuum – from police and fire to the courts and corrections. Part of the broader Smart Cities discussion, "safe cities" are prerequisites to delivering economic, cultural, and civic viability as well as enabling short- and long-term resiliency. *IDC Government Insights: Worldwide Public Safety Transformation Strategies* research analyzes the role of ICT in improving service delivery in public safety.

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## Approach

The *IDC Government Insights: Worldwide Public Safety Transformation Strategies* research advisory service analyzes how national, regional, and city and local government public safety agencies, in conjunction with their ICT suppliers and other partners, are leveraging technology to improve operations, improve civilian and officer safety, and better serve the community. Data-driven policing, proactive social services, smart emergency management, and the use of innovative technologies to deliver on these priorities are covered in detail.

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## Topics Addressed

Throughout the year, this service will address the following topics:

- The use of innovative technologies in public safety — cloud, Big Data and analytics, the Internet of Things, mobile tools, digital evidence management, wearables, video analytics, early warning systems, next-generation 911/112, digital forensics, and social media
  - Case studies of global safe city projects
  - Vendor capabilities and offerings in the safe city landscape including IDC MarketScope analyses of leading public safety vendors worldwide
  - Best practices for technology implementation within public safety
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## Key Questions Answered

Our research addresses the following issues that are critical to your success:

1. Which innovative technology initiatives are causing significant shifts in the ways local and regional public safety agencies operate and provide services? How are risk, innovation, and transformation managed?
  2. How is technology helping public safety agencies increase situational awareness, decrease time to response, and add to organizational effectiveness?
  3. Which ICT solution providers are facilitating the digital transformation of public safety agencies?
  4. Where should public safety agencies be investing their technology dollars to get the most value for money?
  5. Which new and emerging vendors are introducing radical innovations in the market?
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## Who Should Subscribe

Niche public safety vendors, public safety ICT and business planners, technology buyers, and program leaders who are seeking to understand how to strategically invest in and deliver technologies and solutions to create safe city ecosystems