

IDC Government Insights: Asia/Pacific National Government Platforms and Technologies

Government senior IT, agency, and policy leaders around the world are reimagining how to deliver effective, secure, and modern user-centric services. The next generation of government services should understand the public's needs and priorities through the intelligent use of data; simplify experiences across programs and leverage technologies that increase workforce productivity; make digital services more inclusive; and enable trusted interactions to make bureaucracy truly "invisible." Making the government bureaucracy invisible means embracing scalable platforms and agile technologies to drive efficient, resilient, and environmentally sustainable operations that will empower seamless, proactive, and secure service delivery.

The *IDC Government Insights: Asia/Pacific National Government Platforms and Technologies* research and advisory service will enable national civilian government senior leaders and tech suppliers to make strategic technology decisions about government digital experiences, data and data sharing, AI and automation, cloud-enabled system modernization, future of work, cybersecurity, and data protection and digital sovereignty to drive better social, economic, and environmental outcomes for agencies and the public.

APPROACH

IDC Government Insights engages with national civilian government leaders around the world, empowering them to harness technology for accelerated service transformation, strategic planning, and operational resilience and cyber-resilience. IDC delivers unique analyses and comprehensive data through proprietary research and ongoing dialogues with government executives, IDC experts, ICT vendors, and professional services companies. Drawing on decades of government industry experience, our analysts leverage a wide range of expertise and intellectual property from IDC. Thought leadership studies address the implication of local and international legislation for governments promoting digital trades, such as the European Union (EU) AI Act and NIS 2, and regional policies, such as Australia's Security of Critical Infrastructure Act, India's Digital Personal Data Protection Act, and Singapore's upcoming Digital Infrastructure Act.

TOPICS ADDRESSED

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

- Navigating the regulatory and governance landscape in Asia/Pacific and Asia/Pacific government citizen-centric investment priorities and funding
- Government adoption of platforms and technologies, such as AI and cloud, and good practices like FinOps to control costs and risks of innovation
- Policies and practices for responsible use of data and AI, data protection, cybersecurity, and digital sovereignty across major functions such as health and social benefits administration, finance and administration, and tax and revenue
- The future of work including not only automation but also transformation of organizational competencies and capacity
- How technology vendors can assist national government agencies in achieving mission outcomes by using data to inform decision-making, engage transparently with constituents, and collaborate with private sector organizations

KEY QUESTIONS ANSWERED

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

1. What platforms and technologies are key for national civilian government departments and agencies?
2. How are those platforms and technologies impacting government service delivery, operating, and trust models?
3. What are the IT investment priorities, drivers, and challenges across national government programs and use cases?
4. How are emerging policies and regulations driving intelligent and secure use of data in government? How do they vary globally?
5. How can governments adapt to change, improve performance, reduce costs, and increase cyber-resilience by leveraging cloud and automation to reconcile the need for innovation with legacy modernization?
6. What are the winning strategies for working more closely with a broader spectrum and a growing number of technology vendors and service providers to create more inclusive, sustainable, and proactive services to the public?
7. How are national and Asia/Pacific policy and regulatory changes driving the intelligent and secure use of data in government?

WHO SHOULD SUBSCRIBE

The *IDC Government Insights: Asia/Pacific National Government Platforms and Technologies* program is designed to support Asia/Pacific CIOs, digital and IT executives, and program/policy managers on their data and technology innovation journey. In addition, it provides technology suppliers with cutting-edge knowledge on the adoption of technologies impacting the government landscape and how agency leaders are prioritizing technology investment decisions. Senior executives will appreciate the unique insights into how technology is transforming the national government agencies, from welfare and social protection agencies and departments to ministries of interior, from tax agencies to justice departments, and more.