

Sopra Steria's second annual Government Digital Trends Survey highlights key barriers to digital transformation in government

Survey shows digital transformation agenda is picking up momentum, but barriers still exist

London, 23 May 2016: Sopra Steria, a European leader in digital transformation, has today published its second annual [Government Digital Trends Survey](#), a report that tracks civil servants' perceptions of the digital transformation agenda¹. 1,235 civil servants responded to this year's survey. The responses highlighted their stronger understanding of digital transformation, but also concerns around measurement and a lack of digital training for staff.

The idea of digital transformation is firmly embedded in the conscience of the Whitehall workforce. For the second consecutive year, three quarters of civil servants say digital transformation has impacted their work. In addition, 33% say digital transformation is a big part of what they do, similar to 2015.

However, this year civil servants showed that they had a much richer view of what digital transformation can achieve. Rather than focusing on driving citizen engagement onto online channels and improving the user experience, as in 2015, respondents now view digital transformation much more broadly. 71% of respondents said digital transformation is leading to a change in the structure of how services are delivered. The understanding that digital technology can be a tool to spark organisational change – rather than merely making existing structures more efficient - is now widespread.

Nonetheless, when asked about the progress of digital transformation, they expressed concern around three key issues facing government:

- **Measurement:** Civil servants told us that digital transformation is benefiting both staff and citizens through, for example, services that are simpler and faster to use. However the measurement of these and other benefits remains a challenge. Nearly two thirds of the projects they told us about are now live or in progress. But a quarter of respondents said there was no relevant measure of success.
- **Skills:** A lack of digital training is considered the biggest blockage to digital transformation, and this perception is increasing, with one quarter of civil servants saying that they had not been given the digital training they required to deliver their role. The biggest barrier to shifting services online identified by a 53% of respondents is a lack of digital training for staff – an increase of 10% since 2015
- **Data:** Civil servants routinely gather customer information, and there is great interest in the benefits of open and big data, but only a minority use more insightful customised data sets to design services. Although 65% believe they have a good understanding of their customers and service users, just 55% systematically gather information and only 43% use custom behaviour data. Between a quarter and 30% of respondents identified advantages of big data but 40% don't know how their department is currently benefiting from it.

¹ Sopra Steria commissioned Dods Research to survey 1,235 civil servants across all grades and departments

John Baskerville, Managing Director, Government, at Sopra Steria commented, *“There is an opportunity for the UK to continue to lead the way globally on digital transformation within government. The signs are positive – civil servants are starting to think differently about digital transformation, but the warning signs are also there.*

“The next five years need to see a further move from just front-end improvements towards fully transformative digital projects in government. A lack of consistency in measuring digital transformation needs to be addressed urgently as digital within government matures. Skills and resources are becoming an increasingly critical issue; support is needed to help departments cope with the new demands their staff are facing.

“The benefits of digital transformation can truly be realised as government moves beyond just citizen engagement and into the wider reform of end-to-end business processes.”

About Sopra Steria

Sopra Steria, a European leader in digital transformation, provides one of the most comprehensive portfolios of end-to-end service offerings on the market: consulting, systems integration, software development, infrastructure management and business process services. Sopra Steria is trusted by leading private and public-sector organisations to deliver successful transformation programmes that address their most complex and critical business challenges. Combining high quality and performance services, added value and innovation, Sopra Steria enables its clients to make the best use of digital technology. With over 38,000 employees in more than 20 countries, Sopra Steria had revenue of €3.6 billion in 2015.

For more information, visit us at www.soprasteria.co.uk

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