

Government Digital Trends Survey 2015-2017



Tracking the transformation of UK Government the view from civil servants



views captured
over 3 years



nearly
4,500
civil servants

A growing number of civil servants are embracing digital



88% say digital is changing
the way they work



64% are confident that digital
will benefit them and their
organisation



69% are confident that
citizens and service users will
benefit from digital



an increase of
5% since 2015

stable since
2015

Skills gaps and capacity constraints are putting the brakes on progress



62% cite a lack of digital
training as a top barrier to
progressing digital public
services with **55%** calling
out a lack of resources



36% are filling the gap
through self-directed study
44% are using informal best
practice sharing



44% cite an acute specialist
skills gap in both service
design and development with
37% naming agile delivery
management

an increase of
12% and 13%
since 2015

Bringing it all together data driven and digitally enabled change



61% say their organisation
has a good understanding of
user needs



54% say their organisation
regularly gathers customer data
for the design of digital services
44% are using this data to
design services



25% say their organisation is
near or close to delivering on the
Government as a Platform vision
31% say they have not yet
started or just started

a decrease of
3% since 2016

Read the full whitepaper of findings [here](#)
#govdigitaltrends