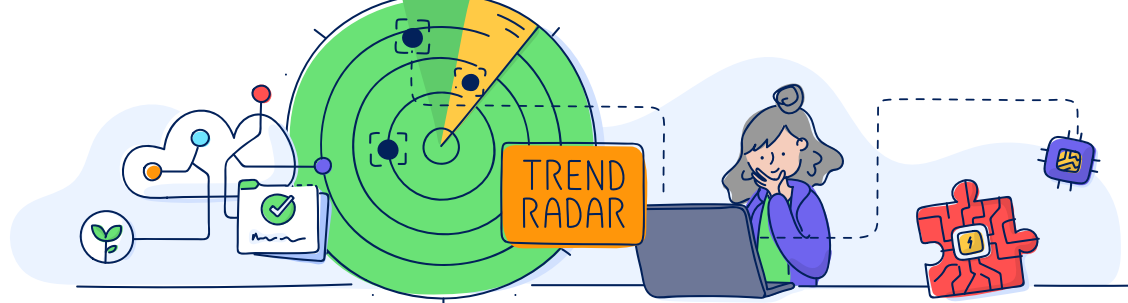


Public Sector Digital Trends

Our focus points for 2025



Reimagining services



- **Redesigning:** Reimagine your services beyond traditional boundaries. Use data and technology to improve outcomes.
- **Collaboration:** Work on breaking down barriers to better use resources and meet community needs. Socitm advocates for 'Simplify – Standardise – Share'.
- **Innovation and inclusivity:** Engaging communities and responsibly using advanced technologies and AI.
- **AI applications:** They're transforming public services and are the common thread in nearly every trend.
- **Leadership and skills:** Foster a culture of innovation and strategic investment to make full use of technology.

Cyber security

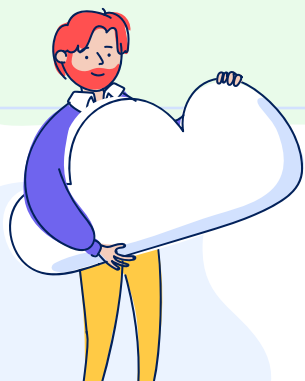


- **Cyber protection:** Boost defences to secure your data and systems from threats.
- **Technological progress:** Remote devices, IoT growth, AI, and distributed cloud models bring new vulnerabilities.
- **Collaboration and frameworks:** Use CTAG and WARPs to develop best practices and increasing resilience.
- **AI:** Enhances threat detection, malware identification, automated response, vulnerability management, phishing detection, and security analytics. But it can also drive sophisticated cyber attacks, phishing, and deepfakes.
- **Future initiatives:** The 2025 Cyber Security and Resilience Bill aims to strengthen cyber security measures and collaboration.

Harnessing data



- **Using data:** Working across boundaries is crucial for enhancing service delivery and optimising workflows.
- **Legislation and government support:** The Data (Use and Access) Bill aims to harness data for economic growth, modern digital government, and improved lives.
- **AI and data:** AI's effectiveness relies on the quality of your data. You face challenges with quality, skills, and governance for responsible AI use.
- **Key data factors:** Think about your data quality, standards, governance, sharing, privacy, protection, security, ethics, literacy, and skills.
- **Risks and challenges:** Be aware of poor data quality, lack of standards, inadequate governance, sharing difficulties, and privacy and security concerns.



View the updated collection online at: socitm.net/public-sector-digital-trends

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