Public sector research study reveals top IT concerns and challenges for 2018

Results from a study carried out among 250 senior IT decision makers from within the public sector revealed:

- 48% felt that budget constraints were a challenge when it came to achieving change in the digital workplace

- In digital transformation, the private sector is seen as being ahead of the public sector and when asked, 44% believed it was an important focus

- 79% considered data and systems security to be their biggest priority

- 54% felt that despite some investments made in technology, insufficient training was provided for the new systems making them difficult to integrate

Invotra commissioned research on the public sector's biggest concerns and opinions surrounding technology for 2018.

This was carried out to highlight and increase Invotra's knowledge and understanding of one of its core target audiences.

What are some of the biggest concerns found within the public sector when it comes to digital technology?

The concern surrounding harmful cyber threats breaking through security systems is common among the public sector.

Publicised cyber attacks that make news headlines are causing fear and bringing stress into the workplace for some employees.

Just over a quarter of people asked felt that such media attention on these events impacts negatively on productivity with demotivation being a large issue.

It was also felt by 24% of people asked that future cyber attacks are going to become increasingly harmful and even more sophisticated.

In conclusion, it's clear that security breaches and potential cyber attacks weigh heavily on the minds of public sector professionals.

How does the public sector feel about modernising existing technologies?

IT professionals taking part in the research were also asked for their opinions on how well the public sector is performing when it comes to modernising existing technology.

A high portion (44%) believed digital transformation to be an 'important focus'. However, it was perceived that the public sector is behind the private sector.

Following on from this, 29% of participants believed that a lack of skills among the workplace was creating a barrier when it comes to digital transformation and almost a third felt that too little is invested into achieving transformation goals.

Consequently, 22% felt that keeping up pace with organisational changes was the biggest technology related concern for 2018, ranking higher than preparing for GDPR.

Respondents were also questioned on if there was anything they would change about the broader technologies within their organisation, or their existing digital workplace.

Over half said that they would change something -

48% said they wanted to change budget restraints whilst 25% wished to change internal bureaucracy.

54% felt that despite some investments made in technology, insufficient training was provided for the new systems making them difficult to implement.

Overall, almost a third of the people taking part felt that the public sector lacks the skills needed to achieve long-term digital transformation.

Given the issues mentioned, (most importantly the time, skill and budgeting constraints) an increasing number of companies are choosing to subscribe to software solutions as a service from reputable organisations such as Invotra.

Fintan Galvin, CEO at Invotra, made the following comments in response to the research:

 "We currently work with around half of all central government departments, to provide intranet, portal and digital workplace solutions, so we're familiar with many of the challenges outlined in this research.

Security and governance are evidently the primary concerns within the public sector, and it's clear the stark headlines about cyber threats in the media take up a lot of time, prompting intense internal scrutiny within government.

It's also quite telling that a clear focus on skills and training was highlighted in this study; putting people at the heart of digital transformation and making sure they're equipped to drive it is clearly a big priority.

Providing those people with accessible technologies that allow them to work more collaboratively and efficiently is absolutely essential if the local and central government departments are going to achieve their digital ambitions."

How can Invotra help businesses combat the issues mentioned and the concerns raised?

Invotra's staff work tirelessly to understand your digital needs and provide you with the right software solutions to improve your Intranet and Portal.

They also offer exceptional service delivery including onboarding, a service desk and a dedicated account management team with the most efficient Service Level Agreement (SLA) times in the industry.

Working with communications and IT professionals, internal teams and external partners/suppliers, Invotra provides a secure, flexible service that adapts to meet the ever-changing digital needs of your organisation.

For more information, click here - https://www.invotra.com/