

THE BIG EUROPEAN PUBLIC SECTOR STRESS TEST

Can data really build resilience and agility to create a stress-tested public sector?



2020 RESEARCH GIVES YOU THE INSIDE SCOOP

Unforeseen Circumstances: the Ultimate Organisational Stressor

This year, public sector organisations across Europe have been under huge pressure from the COVID-19 outbreak; next year it could be another stressor. Healthcare, education, policing, welfare provision, tax, local government and many others have all had to move swiftly to deal with five main challenges:



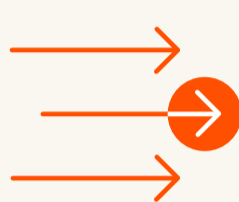
1. Unprecedented demand for citizen-centric services



2. Rapid new service roll-outs



3. New ways of working



4. A desire to accelerate digital transformation



5. Increased cyber security threats

Organisations have looked to IT to help solve these challenges.

IT leaders have felt the strain in unexpected ways.



72%

OF RESPONDERS SAY COVID-19 HAS BEEN A STRESSFUL EXPERIENCE FOR THEM IN THEIR TECH ROLE.

The Biggest 2020 Challenges for IT Departments by Country

UK: demands on remote access infrastructure

90%

IT performance issues

89%

Disruption to on-premise workloads

84%

Netherlands: demands on remote access infrastructure

83%

Maintaining service performance & availability

83%

Disruption to on-premise workloads

79%

Italy: demands on remote access infrastructure

86%

Disruption to on-premise workloads

84%

Delivery of new systems/apps to handle response to the pandemic and lockdown

84%

France: delivery of new systems/apps to handle response to the pandemic and lockdown

73%

Demands on remote access infrastructure

72%

Reduced IT staff/resourcing

72%

Germany: demands on remote access infrastructure

91%

Delivery of new systems/apps to handle response to the pandemic and lockdown

90%

Performance issues or degraded IT experience

83%

Spain: demands on remote access infrastructure

90%

Delivery of new systems/apps to handle response to the pandemic and lockdown

90%

Disruption to on-premise workloads

90%

Maintaining security and data access controls

90%

Switzerland: delivery of new systems/apps to handle response to the pandemic and lockdown

73%

IT performance issues

73%

Disruption to on-premise workloads

71%

Maintaining security and data access controls

71%

Our Survey Says: We Need to be Ready for What's Next

Check out the main findings from our 2020 study of public sector IT directors across UK, Germany, France, Spain, Italy, the Netherlands and Switzerland.

[Discover the Full Results](#)

Data to the Rescue

Data can help to make the most crucial human decisions that will shape citizen outcomes for years to come. Its infrastructures can help create the necessary balance of **agility** and **resilience** as the **foundations** of a fully **stress-tested organisation**. But only if they are modern, hugely scalable, eliminate siloes, and help to protect against threats.

Why is Greater Resilience Required?

83% say the impact of COVID-19 has accelerated the need to overhaul data infrastructure.

90% say they need to rethink resilience/continuity in the future.

83% say improving citizen experience is important...

...and 54% say that involves reliable remote access.

28% have seen an increase in malicious cyber threats...

...with 36% saying their confidence in managing them is due to legacy infrastructure and OS.

What's the Hold up With Agility?

67% say legacy infrastructure is holding up digital transformation progress.

83% say legacy infrastructure is reducing operational agility.

90% say data infrastructure improvement is required to improve service delivery.

58% cite budget constraints as a key reason why tech projects are not delivering maximum value.

Moving Out of the COVID-19 Era

Data's not just important now, it will continue to be so as organisations continue to experience these top factors:



1. Collaboration/remote working tools – **91%**



2. More flexibility in regulations over procurement & data sharing in a time of crisis – **85%**



3. Value for money taking on a new meaning in economic & societal recovery – **83%**



4. Opportunity to design digital services that foster greater engagement with Government – **82%**

If you'd like to know more about our modern data experience, contact us on **0203 870 263** or **email us**.

Get the Full Results