

Connecting the dots

Data sharing in the public sector

Data ecosystems are contributing to improved efficiency, effectiveness, and outcomes in the public sector

Public sector organizations that have deployed data ecosystems or are currently rolling them out are already benefitting in significant ways

What benefits has your organization derived from operating or participating in data collaboration and allied ecosystems?

% of organizations that have realized the following benefits

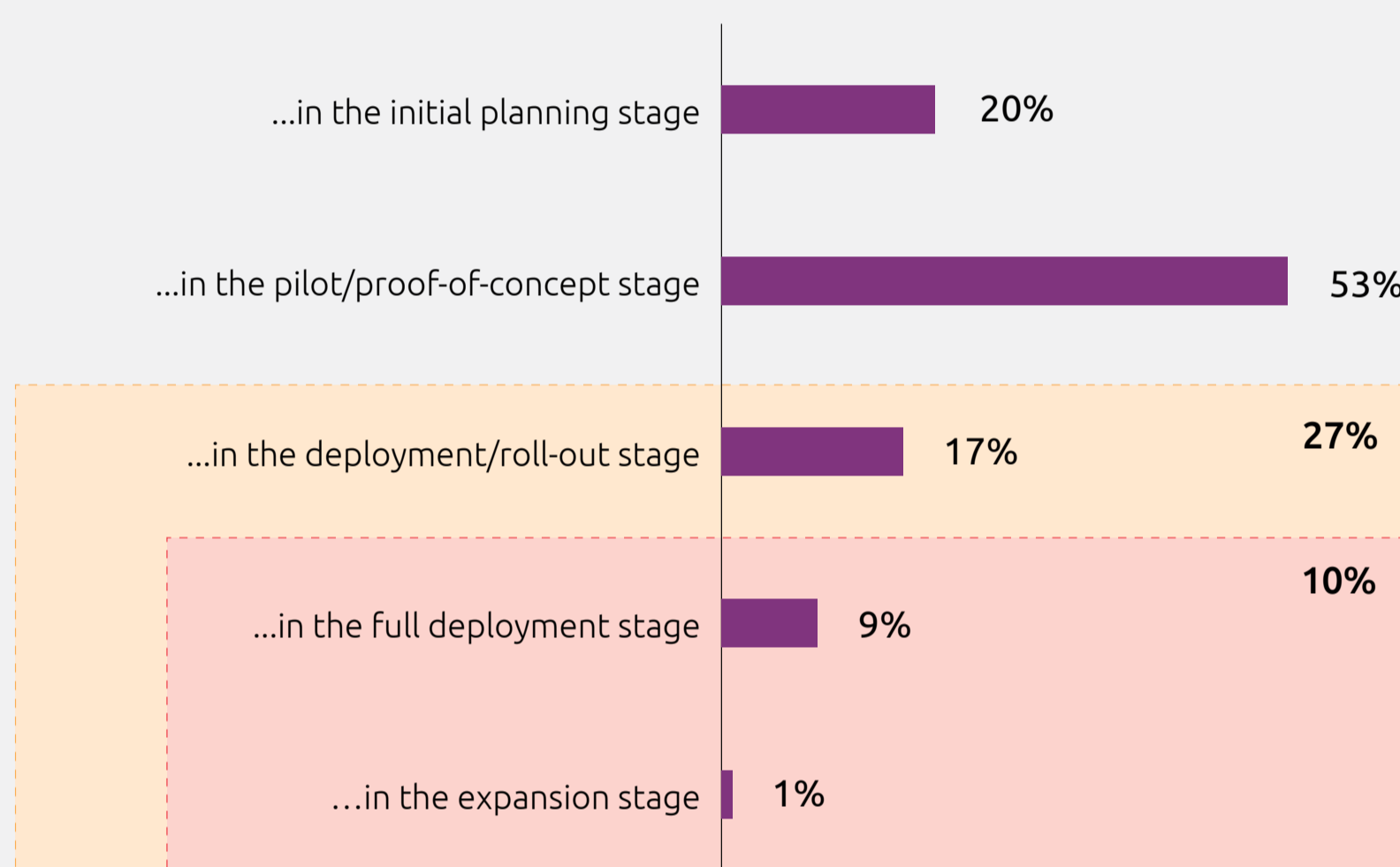


Source: Capgemini Research Institute, Survey: Data ecosystems in the public sector, June 2022, N=274 public sector organizations that have deployed or are deploying data ecosystem initiatives.

Three-quarters of public sector organizations are missing out on the data collaboration opportunity

Only 27% of public sector organizations have deployed or are currently deploying data ecosystem initiatives

How would you rate the current maturity of your data ecosystem initiatives?



Deployment/roll-out stages: in this phase, an organization has tested a data ecosystem use case and is deploying it

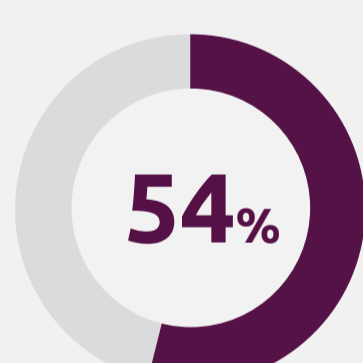
Full deployment stage: the organization has fully deployed data ecosystem initiatives

Expansion phase: the organization is expanding its fully deployed data ecosystem (adding more participants, data sources, and data activation and insight-generation capabilities)

Source: Capgemini Research Institute, Survey: Data ecosystems in the public sector, June 2022, N=1,000 public sector organizations that are working on or planning to work on data ecosystems.

Barriers related to culture, trust and technology are holding back wider deployments of data ecosystems in the public sector

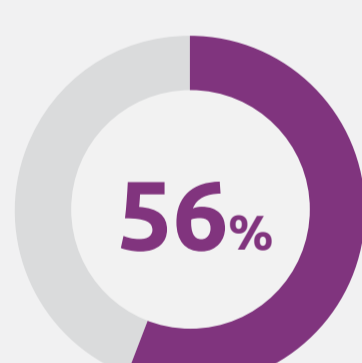
% of public sector organizations that face one or more challenges in each area – culture, trust, and technology



Culture

Cultural challenges include:

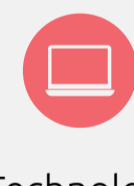
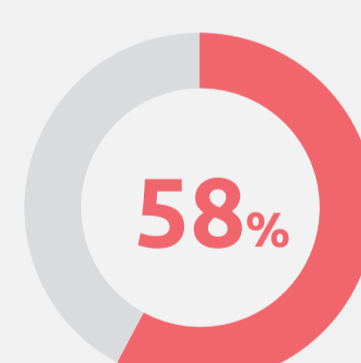
- Lack of collaboration between government agencies and a culture of working in silos
- Lack of required talent and skillsets
- Lack of a digital culture to support data sharing and collaboration
- Lack of dedicated leadership to steer data sharing initiatives



Trust

Trust-related challenges include:

- Citizen resistance to sharing data
- Skepticism regarding the data-handling practices of ecosystem partners
- Lack of trust in the quality of internal and external data



Technology

Technology-related challenges include:

- Lack of capabilities/compatibility of existing data infrastructure
- Lack of standardization of data-sharing norms
- Cybersecurity threats
- Capital required for technology infrastructure and its maintenance

Source: Capgemini Research Institute, Survey: Data ecosystems in the public sector, June 2022, N=1,000 public sector organizations that are working on or planning to work on data ecosystems.

The public sector's path to mature data ecosystems

- 1 Identify the use cases, data sources, and participants necessary for an ecosystem
- 2 Develop infrastructure for interoperability and data collaboration
- 3 Establish trust across the full spectrum of data sharing practices, from governance and organizational setups to technology
- 4 Develop skills and capabilities for a data-driven culture

Source: Capgemini Research Institute analysis.

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