

Technology Trends That Government Must Focus on in 2022 for Delivering Better Experiences

In practical affairs, particularly in politics, men are needed who combine human experience and interest in human relations with knowledge of science and technology.

– Max Born, Physicist and Mathematician

It is becoming increasingly clear that the COVID-19 pandemic will continue to affect our lives in many ways in 2022. We will be going into the New Year with a continued focus on the accelerated rate of digitization. The virtualization of business and society is also an unavoidable consequence of the pandemic. However, going ahead, some of the most important drivers of digital transformation will be escalating data volumes, increasing network and compute speeds, and the need for sustainability.

The most important takeaway from the last two years for organizations is that transformative changes are implementable if there is the desired level of motivation. In 2020–2021 the focus was on surviving in the changing world. In 2022, the aim will be to survive and thrive in ever-changing circumstances.

Governments across the globe are busy decoding the technological forces around them and looking for the best ways to harness them for the benefit of people.

We explore the technology trends most relevant for governments and how prepared they are to explore and take advantage of them.

The Vertical Journey of the Cloud

The core activity around digital transformation has moved from meeting the IT needs of organizations to complying with the unique operational needs of each sector. SaaS vendors and hyperscalers are coordinating with clients to deliver vertical-specific and modularized services for easy adoption.

With this trend moving toward the mainstream, deploying applications will be more creative than an assembly process. It is a shift that can restructure the whole value stack. Business processes can turn into strategic commodities. It can help organizations focus their precious resources on the most critical areas.

Role of the Government

- With cloud vendors offering increasingly powerful APIs, organizations are now better placed to configure and assemble systems.

- Governments can identify the areas where they can use new APIs by evaluating legacy applications against modern capabilities.

Ready for Business Blockchain

Cryptocurrencies always grab media headlines. But other blockchain technologies and distributed ledger technologies (DLTs) are also trending in the enterprise. Blockchain has already crossed the hype threshold and is used for real applications to push productivity and efficiency across industries. In the modern world of business, blockchain and DLTs are helping companies usher in a brand-new way of managing identity, data, and a host of other digital and tangible assets.

Initially limited to financial service providers, these technologies are now finding acceptance in a broader range of industries as they are getting comfortable with blockchain and DLT. We see many instances of creative use of these technologies in many industries. It helps them create new value streams. Even startups use blockchain technologies to dream up new business models with high revenue potential.

Role of the Government

- With DLT technologies becoming more widespread, governments have to juggle between being the regulator and the user.
- In their role as regulators, they must provide unambiguous policies and regulations that can help unlock more innovative applications.
- As users of the technology, governments must find inspiring ways to make it affordable, boost operational efficiency, provide greater visibility to supply chains, promote digital identities, and much more.

Impregnable Defense With Cyber AI

We have seen how cyber attacks are getting more sophisticated and frequent. Security experts are beleaguered by the intricacy of detecting these exponentially expanding attacks. Third-party attacks are becoming increasingly pernicious thanks to the rapid growth of 5G and more use of network-connected devices. With COVID-19 still forcing companies to continue with remote work, the potential of cyber attacks is growing. AI-supported backup is the need of the hour.

Cyber AI is the kind of force multiplier that organizations need to respond faster than their attackers. It can also help them predict moves and take the appropriate protective steps in advance. AI can be expanded for use beyond conventional applications. It provides a powerful way of accelerating data analysis and quickly point toward data anomalies and potential

threats. Analysts can use the technology to focus on prevention and remediation. They can leverage the sophisticated features of cyber AI to develop a resilient security posture and that, too, proactively. It can also be leveraged to combat AI-powered attacks effectively.

Role of the Government

- With cyber attacks increasing globally, governments must be on guard at all times.
- Recent attacks have been serious, and hence it is evident that current measures can fall woefully short of expectations.
- Governments can explore the value of implementing cyber AI to improve attack detection and automate attack response.

Reengineering IT

With technology becoming increasingly complex, organizations are taking a look at their IT structure as expectations of better stability and easy availability increase. Repetitive and manual processes are being swept aside to be replaced by automation and self-service. The immediate advantages are streamlined timelines and faster delivery of values. It also results in more stable IT across the organization.

This kind of disruptive automation provides a vast yet under-realized opportunity. By migrating away from manual administration to high-tech automation, organizations can efficiently manage complex systems. They can also focus on the all-important aspect of improving customer experience through enhanced availability and resilience.

Role of the Government

- Given the constant churning happening in the area of IT talent, governments cannot afford to fritter away precious employee time.
- They must move aggressively to automate low-value activities or even consider eliminating them.
- There should be a concerted effort to engage human resources to leverage technology and better manage work environments and systems.

Conclusion

Governments across the world are aware that a technologically sophisticated future awaits all of us. The technologies we have discussed here are the ones, among many others, that will likely dominate the digital landscape in the future. These technologies are not exactly nascent, but they are scaling, and new aspects and features are being discovered rapidly. Researchers and industry experts believe that many interesting and incredibly exciting things will happen in

2022. Governments must be ready with a groundwork plan and be prepared to act swiftly when these technologies become the mainstay of public, private, and government organizations across industries.

It is in the hands of governments to ensure that the right planning and choice of strategies are implemented for creating future-proof designs and approaches.