

By 2023 Over 50% of Government IT Workers Will Occupy Roles That Don't Exist Today

The transition to digital government is gaining momentum, with over 50% of government IT workers expected to occupy roles that don't exist today by 2023, according to a recent CIO survey by research and advisory firm, Gartner.

The survey shows that around 39% of governments expect cloud services to be a technology area where they will spend the greatest amount of new or additional funding in 2019.

Governments will take the lead, with public sector agencies depending on government IT services to address inclusion, citizen experience and digital ethics.

Additionally, almost 53% of digital initiatives in government organizations have moved from the design stage to early stages of delivering digitally driven outcomes, compared to 40% last year.

Gartner also predicted that by 2023, more than 80% of new technology solutions adopted by governments will be delivered and supported using an anything-as-a-service (XaaS) model.

XaaS summarizes several categories of IT, including those delivered in the cloud as a subscription-based service. It also encompasses managed desktop, help desk and network services, voice over IP and unified communications.

Although chief data officers and cloud architects are already present in many governments, 38% of government respondents did not introduce any new roles in 2018 due to insufficient resources, skills and cultural issues.

Meanwhile, government IT needs to assign new roles to support their digital transformation and introduce emerging technologies in diverse businesses and mission areas.

As AI and the Internet of things (IoT) advance, machine trainers, conversational specialists and automation experts will replace experts in legacy technologies.

"The move to digital business means that the IT organization needs to adapt to new skills requirements", said Cathleen Blanton, research vice president at Gartner.

According to Deloitte, Middle East government entities were expected to spend over \$15 billion in 2018 in digital transformation, enabling technologies as per national ICT indices.

Meanwhile, PwC said that the Middle East is expected to accrue 2% of the total global benefits of AI in 2030—equivalent to \$320 billion.

The largest gains are expected to accrue to Saudi Arabia where AI is expected to contribute over \$135.2 billion in 2030 to the economy, equivalent to 12.4% of GDP, while the UAE is expected to see the largest impact of close to 14% of 2030 GDP.

<https://www.forbesmiddleeast.com/by-2023-over-50-of-government-it-workers-will-occupy-roles-that-dont-exist-today>