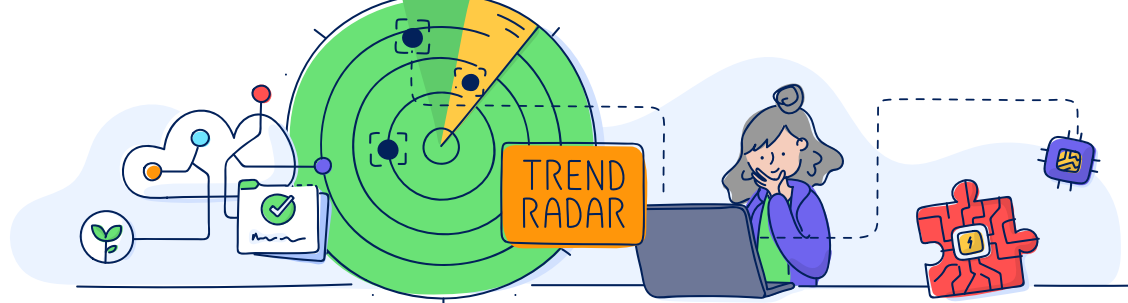# Public Sector Digital Trends
# Our focus points for 2025

## Reimagining services

- **Redesigning:** Reimagine your services beyond traditional boundaries. Use data and technology to improve outcomes.

- **Collaboration:** Work on breaking down barriers to better use resources and meet community needs. Socitm advocates for 'Simplify – Standardise – Share'.

- **Innovation and inclusivity:** Engaging communities and responsibly using advanced technologies and AI.

- **AI applications:** They're transforming public services and are the common thread in nearly every trend.

- **Leadership and skills:** Foster a culture of innovation and strategic investment to make full use of technology.

## Cyber security

- **Cyber protection:** Boost defences to secure your data and systems from threats.

- **Technological progress:** Remote devices, IoT growth, AI, and distributed cloud models bring new vulnerabilities.

- **Collaboration and frameworks:** Use CTAG and WARPs to develop best practices and increasing resilience.

- **AI:** Enhances threat detection, malware identification, automated response, vulnerability management, phishing detection, and security analytics. But it can also drive sophisticated cyber attacks, phishing, and deepfakes.

- **Future initiatives:** The 2025 Cyber Security and Resilience Bill aims to strengthen cyber security measures and collaboration.

## Harnessing data

- **Using data:** Working across boundaries is crucial for enhancing service delivery and optimising workflows.

- **Legislation and government support:** The Data (Use and Access) Bill aims to harness data for economic growth, modern digital government, and improved lives.

- **AI and data:** AI's effectiveness relies on the quality of your data. You face challenges with quality, skills, and governance for responsible AI use.

- **Key data factors:** Think about your data quality, standards, governance, sharing, privacy, protection, security, ethics, literacy, and skills.

- **Risks and challenges:** Be aware of poor data quality, lack of standards, inadequate governance, sharing difficulties, and privacy and security concerns.

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