



PUBLIC SECTOR

INDUSTRY RESEARCH

The Urgent Need for DevOps

How 2020 is Forcing Governments to Tackle Transformation



How will the Public Sector Recover from 2020?



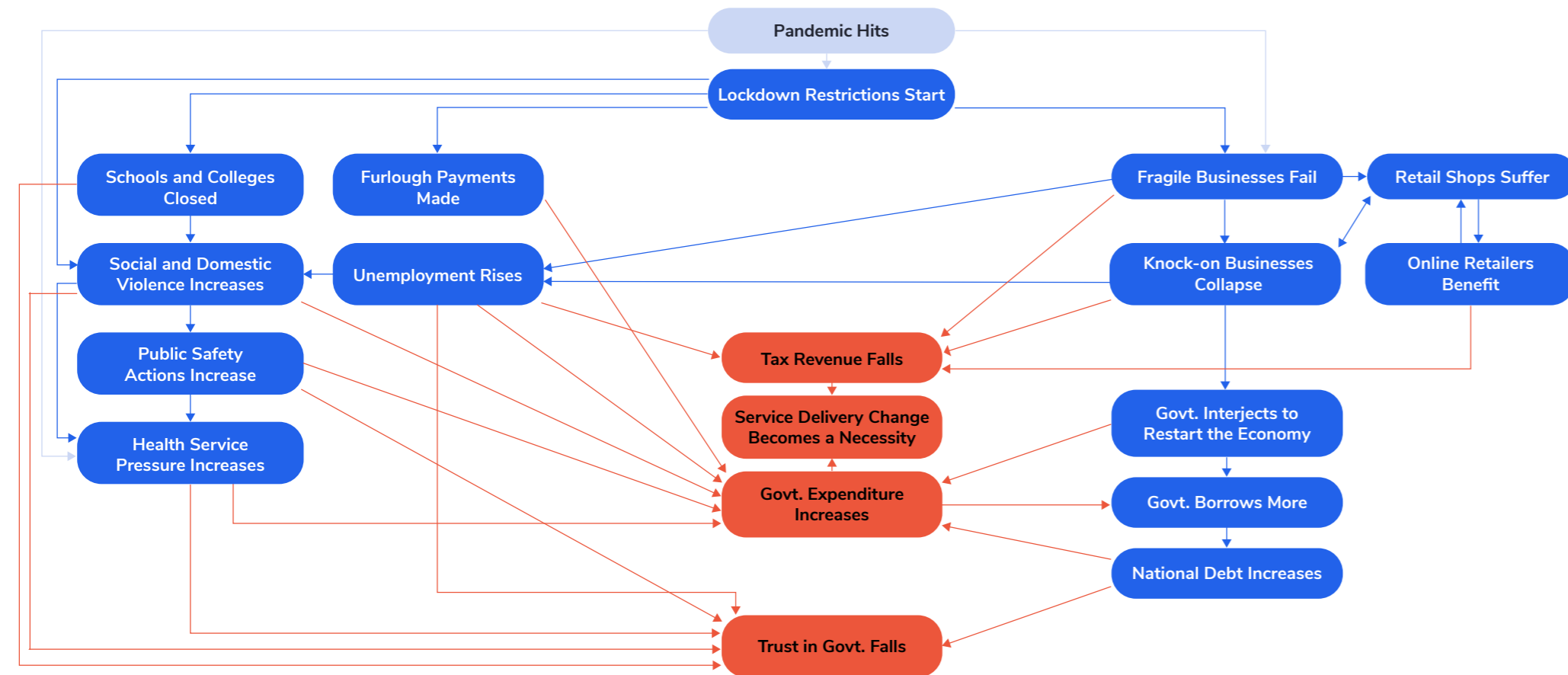
There's no easy way to put it. The global COVID-19 pandemic was disruptive for every industry, and the public sector faced more disruption than any industry. COVID-19 accelerated the move to remote work, and contract tracing and vaccine management became the critical focus of Public Health agencies. The pandemic forced agencies to tackle digital transformation out of necessity. Still, we're seeing the public sector struggle to mature their digital strategies and move away from

legacy architectures. In fact, Government agencies were nearly 2x less likely to hit their Salesforce goals than their peers in other industries.

So how does Government move from reluctance to modernize to unlocking the full potential of digital transformation? Throughout this ebook, we'll look at findings from the 2021 State of Salesforce DevOps Report to assess key opportunities for the public sector.

The Public Sector ranked last in DevOps maturity for 2020.

Government Cascade Failure



Source: Gartner **Gartner**

What's next?

Before we dig into the DevOps performance within the public sector, it's important to acknowledge that 2020 wasn't a blip. The changes that forced the public sector to tackle digital transformation will persist. Gartner recommends that as Government agencies draft their strategic IT roadmaps, they need to keep these assumptions in mind¹:

- By 2024, over 40% of public-sector knowledge workers will permanently work from home, contributing up to 20% in capital cities' economic decline.
- By 2023, over 60% of governments will have tripled citizen digital services, but less than 25% will be integrated across organizational silos.
- By 2023, over 20% of governments will leverage a digital twin of government for at least one major system, up from 4% in 2020.

¹ Predicts 2021: Governments Tackle Transformation Out of Necessity, Gartner, 2020

The Pandemic is Forcing Government to Transform How They Work



The right partners are critical to Public Sector transformation

As agencies seek to continuously improve their digital services, they must address not only the services they deliver but also how they deliver them. Looking across the broader Salesforce market, partners play a critical role in modernizing how teams deliver. Though the Public Sector engages systems integrators (SI) at the same rate as their peers in other industries, they're significantly less likely to look to these partners to define their DevOps processes. As digital transformation matures, we'll expect SIs to play a more active role in modernizing DevOps in the public sector.

Government agencies are **26.8% less likely** to look to SI partners to define DevOps processes



Software delivery performance predicts agency performance

Both the 2019 and 2021 State of Salesforce DevOps reports found a strong correlation between business performance and software delivery performance for companies that relied on 25 or more Salesforce developers and admins. This correlation may stand out most in the Public Sector. The industry was both the lowest performer in DevOps maturity and business objectives. As agencies look to expand their digital footprints, DevOps will likely play a critical role in delivering new technologies and greater value.

Elite DevOps Performers are **2.5x more likely** to exceed their business goals



Efficient & resilient processes lead to faster software delivery

Government is highly regulated industry. In serving the public, agencies have access to critical personal data and maintaining citizen trust is paramount. Highly regulated industries have traditionally shied away from cloud and DevOps adoption, but Copado's research shows that the highest performing DevOps teams excelled at both speed and stability, while low performers struggled with both. Government is a lower performer. Respondents from the public sector saw both 2x longer median time to recover and nearly 3x the lead time compared to their peers in other industries. As the public sector improves these DevOps metrics, they should modernize faster.

Government agencies deploy **4x less than** their peers in other industries

Compliance Automation is on the Rise

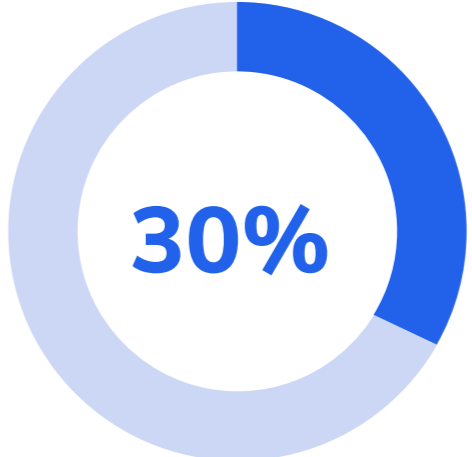
Teams who embed compliance into DevOps pipelines see better quality



Compliance is powerful, not restricting

As we examined in the previous section, stability and speed go hand in hand. For highly regulated industries, software delivery must look beyond development and operations. Security and compliance must go hand-in-hand with DevOps, and thus DevSecOps has emerged.

What's more is that has the public sector struggles to modernize and adopt agile DevOps, the software delivery space is modernizing rapidly. Gartner reports that By 2023, 60% of organizations in regulated verticals will have integrated compliance as code into their DevOps toolchains.¹ The power of compliance to enable better quality code and business capabilities is no longer a question; rather, now the question is can the public sector keep up with the accelerating pace of digital transformation.



30% of government agencies have fully manual deployment processes

“In the end, engaged employees will deliver better service because they were able to participate in setting the course for their own effectiveness.”²

- DAN DAVIS | SVP, PUBLIC SECTOR, FEDERAL CIVILIAN | SALESFORCE

Automation empowers employees

Compliance automation does more than unlock better quality. It eliminates cumbersome work for your development and security teams. When you improve processes and workflows for employees, you not only increase valuable productivity time, you also increase employee satisfaction – a winning combination that delivers more innovative solutions.

¹ Market Guide for Compliance Automation, Gartner, 2020
² The Ultimate Guide to Government CX, Salesforce, 2019



#1 Native DevOps for Salesforce

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