

Vast Majority of Federal Leaders Believe Agencies Should Focus on User Experience, Not Back-End Technology

ICF Report Shows Barriers to U.S. Digital Transformation

FAIRFAX, Va., July 24, 2018 /PRNewswire/ -- ICF (NASDAQ: ICFI), a global consulting and digital services provider, today released a survey showing that the vast majority of federal leaders (90 percent) believe agencies should prioritize the citizen experience in their digital efforts. Additionally, 97 percent agree that the government is responsible for providing digital tools and services that have a positive impact on the lives of citizens.

However, in contrast, the survey also found that 80 percent of respondents believe agencies actually prioritize back-end technologies over the quality of the citizens' digital experience. Respondents also named several barriers faced when trying to implement digital innovation for citizens, including federal security and privacy requirements, as well as recent cybersecurity incidents and a difficult procurement process.

"The potential for agencies to undergo a digital transformation is high; the technology is ready, the talent is eager and citizens want it," said [Kris Tremaine](#), senior vice president at ICF. "To see real progress, agencies need to do more than make heavy IT investments. Federal leaders need to also focus on human-centered design, change management, recruiting and deep analytics to understand citizen needs. Creating a culture of innovation, prioritizing the citizen experience, and implementing an integrated approach are critical in order to move forward."

Other key findings from [The Federal Digital Trends 2018 Report](#), which surveyed hundreds of federal leaders on the current state of federal digital efforts include:

- 91% of respondents believe the federal IT procurement process needs an overhaul.
- 41% of respondents identified security concerns as a barrier to success in digital services.
- Only 17% of respondents ranked human resources (HR) as a critical department for supporting digital initiatives, despite the department's role in recruitment of talent.
- 96% of respondents agreed that soft skills and well-rounded talent are essential for developing digital technology solutions.

The [Federal Digital Trends 2018 Report](#) surveyed 500 federal employees at levels GS-9 through GS-12 and program level directors GS-13. Read more about ICF's [federal digital solutions](#) and download the full report [here](#).

About ICF

ICF (NASDAQ:ICFI) is a global consulting services company with over 5,000 specialized experts, but we are not your typical consultants. At ICF, business analysts and policy specialists work together with digital strategists, data scientists and creatives. We combine unmatched industry expertise with cutting-edge engagement capabilities to help organizations solve their most complex challenges. Since 1969, public and private sector clients have worked with ICF to navigate change and shape the future. Learn more at [icf.com](#).

Caution Concerning Forward-looking Statements

Statements that are not historical facts and involve known and unknown risks and uncertainties are "forward-looking statements" as defined in the Private Securities Litigation Reform Act of 1995. Such statements may concern our current expectations about our future results, plans, operations and prospects and involve certain risks, including those related to the government contracting industry generally; our particular business, including our dependence on contracts with U.S. federal government agencies; and our ability to acquire and successfully integrate businesses. These and other factors that could cause our actual results to differ from those indicated in forward-looking statements are included in the "Risk Factors" section of our securities filings with the Securities and Exchange Commission. The forward-looking statements included herein are only made as of the date hereof, and we specifically disclaim any obligation to update these statements in the future.

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