

Gartner®

Top APAC  
Government  
Technology  
Trends

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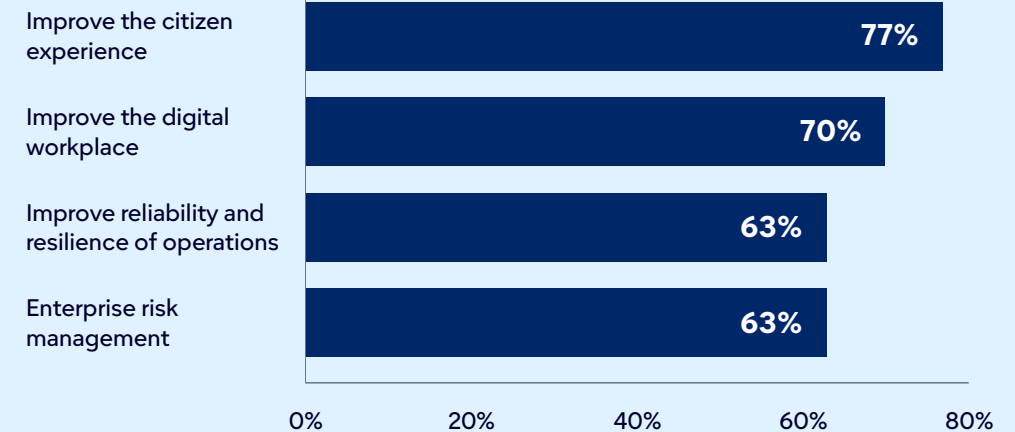
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## How will your government deliver smarter, faster public services in APAC?

APAC public sector leaders are under pressure to improve citizen experiences, boost efficiency and ensure technology sovereignty, all while overcoming legacy system obstacles and navigating economic uncertainty. To understand how they're meeting these challenges, we surveyed government organizations from across the region. Their insights reveal key trends and strategies driving transformation through 2026 and beyond.

Governments across the region are rapidly modernizing public services, investing in technology to enhance digital workplaces, meet rising expectations and comply with evolving regulations. For APAC public sector leaders, the focus is now to deliver smarter, more efficient citizen services, while shaping their short- and long-term AI agendas.

### Drivers of technology investments by APAC governments



n = 43 APAC government organizations  
Source: 2025 Gartner CIO and Technology Executive Survey

# Modernizing government through technology

- 1 How can you meet growing demands from citizens in the age of AI?
- 2 How can you demonstrate the value of IT while continuously improving business capabilities?
- 3 In what ways can AI, when operated within clear guardrails, support government planning and administrative decisions?

## 3 transformative trends shaping the future of APAC IT government

As technology reshapes the public sector, government leaders face critical decisions about how to modernize core operations, manage risk and build resilient digital foundations. The ability to adapt to emerging innovations, streamline data strategies and safeguard digital assets is now central to effective governance. Explore the three trends redefining how APAC governments approach modernization, operational excellence and strategic resilience.



AI agents for tailored citizen services

Digital innovation labs and data sandbox

Governance-driven AI adoption



Trend 1

## AI agents for tailored citizen services

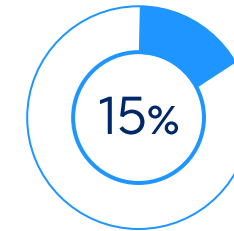
AI agents are starting to transform government operations by supporting decisions and actions, enabling more efficient and personalized services. These semiautonomous entities that leverage advanced AI techniques are orchestrated together with humans to streamline workflows and open new possibilities for service delivery. Many APAC governments are also exploring the use of AI agents for interpreting legislation and regulatory frameworks.

### Actions to take

**Identify high-impact use cases** for AI agents and engage stakeholders to clarify needs and expectations.

**Evaluate vendor solutions carefully**, focusing on transparency, explainability and alignment with your organization's goals.

**Establish robust governance**, including ethical guidelines, accountability frameworks and security protocols for AI agent deployment.



By 2028, at least 15% of day-to-day work decisions will be made autonomously through agentic AI.

### Sample resources available to Gartner clients

- Insights
  - When to Use or Not to Use AI Agents
  - Top Technology Trends for 2025: Agentic AI
- Tool
  - Hype Cycle for Government Services, 2025

### Learn more

Download your 5-step guide to seize AI agent services opportunity.

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## Trend 2

## Digital innovation labs and data sandbox

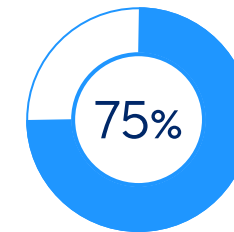
Innovation within government is often constrained by data restrictions and procurement laws that dictate how technology partners are engaged. Many APAC governments are creating innovation labs that include a controlled data environment or “sandbox” to support inclusive, human-centered innovation initiatives, while also protecting government data. Innovation labs are opening up AI opportunities and allowing governments to explore new approaches like vibe coding.

### Actions to take

**Work with executive leadership** to decide if innovation funding should support all government agencies or just one department/agency.

**Work with key stakeholders** to identify the data required in the data sandbox, ensuring it complies with privacy laws.

**Establish clear, actionable outcomes** to demonstrate value — supported by a clear governance framework.



By 2028, at least 75% of governments will support or participate in a government innovation lab that incorporates synthetic data.

### Sample resources available to Gartner clients

- Insights
  - How to Build an Impactful Innovation Lab
  - Executive Briefing on Emerging Technology: Synthetic Data
  - Gartner Fast Answer: What Should I Know About Synthetic Data?

### Learn more

Download eBook to improve government efficiency and effectiveness with AI, data and analytics.

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Trend 3

## Governance-driven AI adoption

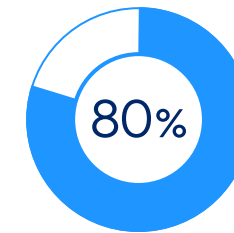
As AI is increasingly deployed to improve citizen experiences, enhance operational efficiency and support mission outcomes, governments are under pressure to establish AI governance frameworks to drive AI adoption. As many APAC governments pursue sovereign AI agendas, these guardrails will ensure future AI adoption remains transparent, accountable and adaptable to change.

### Actions to take

**Establish a future-ready AI governance framework** by involving a diverse range of stakeholders.

**Regularly audit AI systems to mitigate risks** and ensure compliance with standards and regulations.

**Ensure the AI governance framework** meets government sovereignty requirements.



By 2028, at least 80% of governments will have their adoption and ongoing monitoring of AI independently audited.

### Sample resources available to Gartner clients

- Insights
  - Executive AI Governance Playbook
- Tool
  - Hype Cycle for Data, Analytics and AI Programs and Practices

### Learn more

[On-demand webinar – Government Leaders, Is Your Data Ready to Enable Secure AI Initiatives?](#)

# Operate, modernize and deliver

Dive deeper into the [Top Government Trends in APAC report](#) — exclusively available to Gartner clients. Explore these additional complimentary resources and tools designed for government leaders.



eBook

Improve Government Efficiency and Effectiveness With AI, Data and Analytics

Explore the 5-step roadmap to help government organizations unlock measurable value.

[Explore Now](#)



eBook

A Government CIO's Efficiency Toolkit

Learn how government CIOs can drive efficiency, modernize IT and deliver measurable outcomes.

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[View the Recording](#)



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# Connect with us

Transform, secure and future-proof your government organization. Our expert guidance and tools help you harness AI agents, unify data and build resilient digital infrastructure — empowering faster decisions and stronger outcomes. Contact us to learn how Gartner can support your modernization journey.

**U.S.:** 1 855 811 7593

**International:** +44 (0) 3330 607 044

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