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Top EMEA
Government
Technology
Trends

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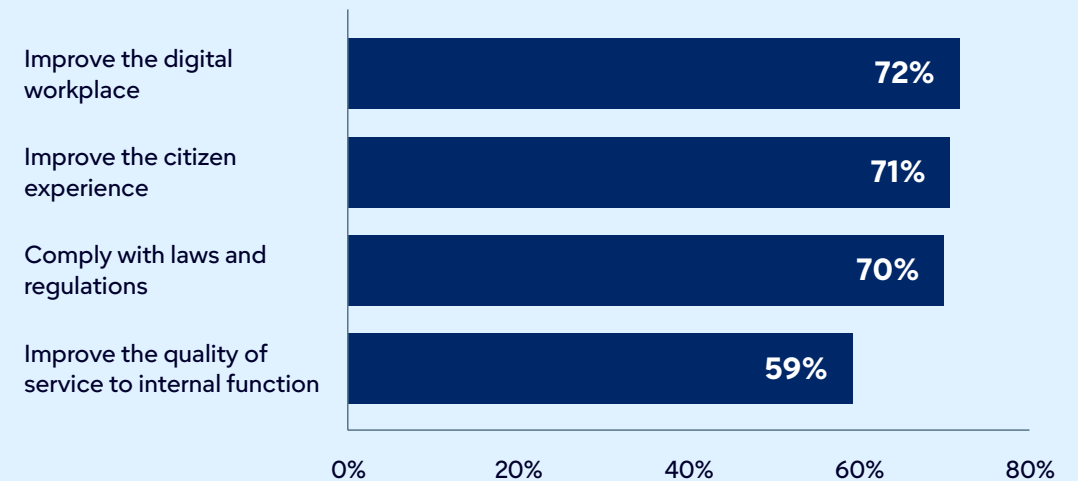
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How will your government deliver smarter, faster public services in tomorrow's EMEA?

EMEA 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 234 EMEA government organizations. Their insights highlight 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. AI — especially GenAI — is at the core of this change, offering critical efficiency and productivity gains. For public sector leaders, the focus is now on how to harness AI to deliver smarter, faster and more secure services for the future.

Drivers of technology investments by EMEA governments



n = 234 EMEA government organizations

Source: 2025 Gartner CIO and Technology Executive Survey, conducted online from May 1 to June 28, 2024, with 3,186 global participants — including 234 from EMEA government organizations; results reflect respondent opinions and are not representative of the overall market.

Modernizing government through technology

- 1 How do you ensure transparency, trust and compliance as you adopt AI?
- 2 What steps can you take to break down legacy silos and unify your data?
- 3 What is your strategy for digital sovereignty and resilience amid global uncertainty?

3 transformative trends shaping the future of EMEA government IT

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 EMEA governments approach modernization, operational excellence and strategic resilience.



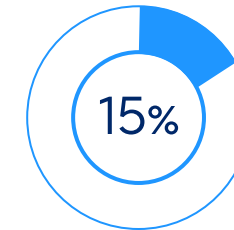
AI agents for tailored citizen services

Unified data management for
efficiency and experienceDigital public infrastructure for
resilience and sovereignty

Trend 1

AI agents for tailored citizen services

AI agents are transforming government operations by automating decisions and actions, enabling more efficient and personalized services. These autonomous entities leverage advanced AI techniques to perform tasks with minimal human intervention, streamlining workflows and opening new possibilities for service delivery.



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

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.

Sample resources available to Gartner clients

- Insights
 - Innovation Insight: AI Agents
 - Top Strategic Technology Trends for 2025: Agentic AI
 - What Is Agentic AI and How Will It Impact Customer Service?

Learn more

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

AI agents for tailored citizen services

Unified data management for efficiency and experience

Digital public infrastructure for resilience and sovereignty



Trend 2

Unified data management for efficiency and experience

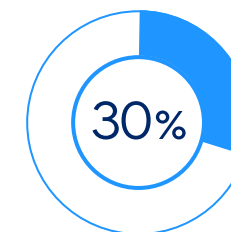
Unified data management breaks down legacy silos and ensures that critical information is accessible, reliable and actionable. By integrating data governance, business intelligence and common data models, governments can improve decision-making, reduce inefficiencies and support advanced analytics and AI initiatives.

Actions to take

Prioritize data quality improvements for mission-critical processes and decision areas.

Build unified data architectures with organized pipelines and accurate master data at the source.

Set adaptable governance frameworks to balance regulatory requirements with mission-driven value creation.



Through 2026, 30% of generative AI projects will be abandoned after proof of concept due to poor data quality, inadequate risk controls, escalating costs or unclear business value.

Sample resources available to Gartner clients

- Tool
 - Magic Quadrant for Data Integration
- Insights
 - Data Management Solutions Primer for 2025
 - A Journey Guide to Delivering AI Success Through 'AI-Ready' Data

AI agents for tailored citizen services

Unified data management for efficiency and experience

Digital public infrastructure for resilience and sovereignty



Trend 3

Digital public infrastructure for resilience and sovereignty

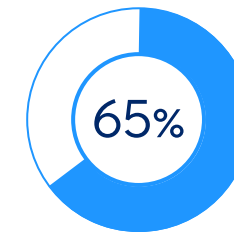
Digital public infrastructure (DPI) provides secure, interoperable platforms for essential government services, from identity and payments to data exchanges and cloud solutions. DPI investments are critical for building technological resilience, ensuring compliance and maintaining sovereignty in a rapidly shifting global environment.

Actions to take

Assess digital sovereignty requirements and map them to your current IT and cloud portfolio.

Evaluate alternative providers and solutions across the technology stack for resilience and independence.

Leverage and shape DPI initiatives to create partnerships and synergies for more robust, interoperable infrastructures.



By 2028, 65% of governments worldwide will introduce some technological sovereignty requirements to improve independence and protect from extraterritorial regulatory interference.

Sample resources available to Gartner clients

- Toolkit
 - Government Scenario-Planning Workshop for Strategic Planning
- Tool
 - Hype Cycle for Digital Sovereignty
- Case Study
 - Citizen Digital Identity Enables Personal Financial Data Sharing
- Insights
 - Market Guide for Digital Sovereignty Solutions

Learn more

Listen to the on-demand webinar about achieving and maintaining digital sovereignty.

Operate, modernize and deliver

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

 <p>eBook Improve Government Efficiency and Effectiveness With AI, Data and Analytics</p> <p>Explore the 5-step roadmap to help government organizations unlock measurable value.</p> <p>Explore Now</p>	 <p>eBook A Government CIO's Efficiency Toolkit</p> <p>Learn how government CIOs can drive efficiency, modernize IT and deliver measurable outcomes.</p> <p>Download Now</p>	 <p>On-Demand Webinar AI Literacy for Mission Success: Building an AI-Powered Government Workforce</p> <p>Learn what AI literacy means and why building an AI-powered workforce is key.</p> <p>View the Recording</p>	 <p>Tool Accelerators for Government CIOs</p> <p>Explore our step-by-step tools and diagnostics tailored specifically for government CIOs.</p> <p>Learn More</p>
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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.

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