



Public Sector Digital Trends

10 key questions for public sector leaders

As public services face rising expectations and rapid digital change, our Digital Trends 2026 research shows that innovation must align with resilience, trust, and effective delivery. Success now depends on anticipating future developments, assessing risks and opportunities, and making informed decisions on where to invest.

The 10 questions presented here offer a framework for leaders to reflect, collaborate, and align digital priorities. They guide strategic, inclusive digital transformation to deliver meaningful value for communities.

Using these questions can drive clearer, more confident discussions about how digital change benefits both organisations and the public they serve.

View the new collection online at:
socitm.net/public-sector-digital-trends-2026

1. How is your cyber security posture evolving? How are you **building cyber resilience** in your organisation?
2. What are the **essential standards** that you need from key suppliers to ensure their products and services are compliant to achieve resilient services?
3. What are the three **digital initiatives you must prioritise** in response to the current pressures while delivering your strategies and plans?
4. How will you break down silos, build whole-system partnerships, and **create collaborative leadership** across agencies, communities and sectors?
5. How are you **harnessing data in an ethical way** to target resources, design services and outcomes around lived experiences?
6. Is your data **ready to harness AI**, emerging technologies and adopt new operating models? Do you have a data strategy in place?
7. What steps are you taking to **adopt AI responsibly**: scaling pilots, embedding policy and governance and enhancing workforce capabilities?
8. Are your platforms and operating models **agile and interoperable** enough to support collaborative and inclusive working as conditions change rapidly?
9. What **investments** are you making in people and skills to recruit, retain and upskill talent that reflects your community?
10. How will you co-design and **embed inclusive practices** into service design and procurement to close the digital divide and leave no one behind?