



# 8 biggest challenges of delivering data maturity for UK Government

Whilst modern technologies have gained adoption within UK government, ageing legacy systems continue to hold an immense volume of critical government data. These are the key facts from a survey of almost 400 UK civil servants, exploring the use of data, and data storage and access within UK government departments/organisations.

**1** **Data maximisation a challenge**

Over **53%** of civil servants who are aware of the number of data repositories their department/organisation has access to, reported that it is 'very difficult/difficult' to cross-reference information or join up datasets for analysis. This is equally as high amongst senior level civil servants at **54%**.

**2** **The challenge of joined-up datasets**

Amongst civil servants who find it difficult to join up datasets, the top-scoring problem is identified as 'Data sets can't be joined up due to system limitations.'

**3** **Public access to data**

While **76%** of respondents' organisations process citizen data, only **31%** claim that this data is accessible to citizens, and **33%** don't know whether it is or not.

**4** **Providing a seamless, integrated citizen experience**

When looking at the biggest challenges facing government departments/organisations to provide a more seamless, integrated citizen experience, the biggest barrier for progression is:

- > **46%** 'Legacy IT systems'
- > **36%** 'Lack of data sharing and collaboration within/between departments'
- > **27%** 'Lack of technical expertise in-house'

**5** **Reliance on legacy systems**

When looking at the challenges associated with delivering a seamless, integrated citizen experience, **outdated legacy systems and lack of IT modernisation** is still cited as the #1 challenge (**46%**). This is a much greater concern amongst senior level civil servants (**55%**).

**6** **Outdated data entry and storage mechanisms**

Although **85%** of civil servants claim their department/organisation stores data in the cloud:

- > **68%** store data in Excel
- > **48%** still manually enter data records
- > **10%** use microfiche/microfilm

**7** **Security - good news**

Only **18%** of civil servants feel their security is inadequate or could be improved, and only **2%** are concerned about it (**1%** for senior grades).

**8** **The burden of data governance**

Although almost three quarters (**73%**) of civil servants agree that 'conducting comprehensive and timely ROT (Redundant, Obsolete or Trivial data)-removal is key to enabling good quality data' (**79%** amongst senior grade civil servants), only **39%** agree that 'My department/organisation regularly performs thorough ROT-removal exercises on our data.'

