Workforce Reinvention Blueprint

Government Industry

How AI and Automation will Transform the Workforce Based on Reejig's Proprietary Work Ontology™ Intelligence

How AI is Reinventing the Government Industry

The Government sector was valued at over USD 10 trillion in 2023, with projected annual growth of 5% in digital services and infrastructure by 2028.

Top 3 Concerns Facing Government Executives in 2025

1. Cost Efficiency and Talent Management
2. Digital Transformation and Readiness
3. Cybersecurity and Compliance

Focus Area 1: Workforce Shifts

Projected Workforce Shifts in 2025 and Beyond

Where AI and Automation Will Drive Operational Effectiveness

1

Automating of Administrative Tasks

Routine administrative tasks such as billing, scheduling, and data entry are being automated through AI and digital tools.

Automating these tasks is expected to result in a 30-40% improvement in operational efficiency, enabling the reallocation of resources to more strategic functions.

2

Demand for Cybersecurity Experts

The rise in digital services and infrastructure has led to an increased focus on securing public systems.

This shift has driven a projected 20-26% increase in demand for cybersecurity professionals by 2025, as governments prioritize the protection of sensitive data and compliance with regulations.

3

Upskilling for Digital Literacy and AI-Driven Roles

By 2025, 50-60% of public sector employees will need to transition to roles requiring skills in digital literacy & AI.

This reskilling initiative addresses workforce bottlenecks and ensures that public sector agencies can fully leverage AI and automation to improve service delivery and operational effectiveness.

Focus Area 2: Roles Impacted by AI

Key Roles Impacted and Reskilling Pathways for 2025

How Impacted Roles Can Transition to In-Demand Roles

Job Family	Impacted Roles	In-Demand Transition Roles	Reskilling Pathways
Administrative and Back-Office Roles	Data Entry Clerks, Billing Specialists, Scheduling Coordinators	Automation Process Manager, Data Analyst, Workflow Supervisor	**RPA Certification** (4-6 weeks) **Analytics Training** (6 months)
Procurement and Contract Management	Procurement Officer, Tender Evaluator	Contract Manager, Compliance Specialist, AI Procurement Analyst	**AI Tools Training** (8-12 weeks) **Advanced Procurement Analytics** (12-16 months)
Policy Analysis and Public Service Strategy	Policy Analyst, Legal Support Staff, Research Assistants	Data-Driven Policy Specialist, Public Sector Data Analyst, Policy Modeling Consultant	**Data Visualization & Policy Modeling** (12-16 weeks) **Predictive Policy Analytics with AI Tools** (12-20 weeks)

Focus Area 3: Driving Operational Effectiveness

2025 AI Strategies to Boost Operational Effectiveness

Prioritized Roles for AI Transformation based on AI Potential Index, Operational Efficiency Index & Time to Benefit Realization

1

Administrative and Back-Office Roles

This role involves routine tasks such as billing, scheduling, and data entry. Automating these tasks saves significant time and costs, allowing for a 50-60% improvement in operational efficiency.

With an AIPI of 2.38 and an OEI of 88%, this role is a priority for investment due to its potential for immediate benefits, particularly in addressing administrative workforce shortages.

AI Potential Index (AIPI) Score: 2.38
Breakdown: Potential Automation Proportion: 70%, AI Maturity/Risk Adjustment: 0.85, Current Automation Proportion: 25%

Operational Efficiency Index (OEI) Score: 88%
Breakdown: Time Savings: 50%, Cost Savings: 30%, Process Improvement Factor: 1.1

Time to Benefit Realization: Short-Term (0-6 months)
Automation can be deployed quickly using mature RPA platforms, resulting in efficiency gains of 10-15% within the first 6 months.

2

Cybersecurity Experts

This role handles critical functions in securing public infrastructure. AI-driven tools for threat detection and mitigation save time and reduce costs by automating routine monitoring tasks while improving response times and reducing human error.

With an AIPI of 2.0 and an OEI of 65%, this role is a top priority due to increasing cybersecurity threats and a shortage of skilled professionals. AI enables smaller teams to handle a higher volume of incidents efficiently.

AI Potential Index (AIPI) Score: 2.0
Breakdown: Potential Automation Proportion: 50%, AI Maturity/Risk Adjustment: 0.80, Current Automation Proportion: 20%

Operational Efficiency Index (OEI) Score: 65%
Breakdown: Time Savings: 30%, Cost Savings: 20-30%, Process Improvement Factor: 1.3

Time to Benefit Realization: Medium-Term (6-18 months)
Initial benefits, particularly in threat detection, are realized within 6 months.

Reejig

The Workforce Reinvention Blueprint is powered by Reejig's Work Ontology™.
Visit www.resources.reejig.com/workforce-reinvention-blueprint for more information.

AI Potential Index (AIPI): Measures the potential for AI to improve efficiency, reduce costs, and enhance performance.
Operational Efficiency Index (OEI): Quantifies the expected impact of proposed changes on overall operational efficiency.
Time to Benefit Realization (TBR): Expected time to value.