Connected technology equals **better service**

An integrated platform enables innovation at scale and fast time to value when transforming to digital service delivery

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SHIFTING SERVICE models to new digital channels in a government environment is one of the most difficult jobs in normal circumstances. During the pandemic and economic challenges of 2020, it took extraordinary effort and dedication for agencies to shift their workforce to telework and find new ways to support both citizens and partners. The agencies that had an agile, low-code platform; experienced staff; and digital processes in place before the pandemic hit were able to make this shift fast. Others started to accelerate their digital transformation programs to put those capabilities in place.

We saw agencies quickly create and deploy new applications for critical priorities such as telework management, distribution of grants and loans, contact tracing, citizen-facing contact centers and more. They also incorporated accountability into those applications to track outcomes, such as whether people were getting the answers and help they needed or whether grant money was distributed and used equitably.

Reimagining service delivery in a pandemic

As consumers, we use technology in virtually every aspect of our lives, and when we use government services, we expect the same user-friendly platform and connected experience. Those customer expectations are driving agencies to transform the way they deliver services digitally. Whether agencies are rolling out a mass vaccination program or setting up contact centers, it's important they drive change with the constituent experience in mind and align their mission with cultural, political and social change.

The benefits of digital transformation go beyond the citizen experience and also impact agency employees. By investing in a unified cloud-based platform model, agencies can simplify complex processes and empower employees to complete their jobs using one platform.

For example, the Douglas-Omaha Technology Commission modernized its IT systems by shifting its applications to the cloud, in order to provide better digital experiences for constituents and employees. Delivering public-sector services through modern and connected digital channels allows agencies to address current needs while ensuring long-term mission delivery. And to both meet constituent demands and empower employees to do their jobs in a digital environment, in the field or in person.

Best practices to digitally transform your organization

Our experiences in 2020 illustrated the cost of sitting behind the digital evolution when it comes to citizen engagement and mission delivery. Information collected

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> **Agencies that succeed at digital transformation leverage agile technology** that enables them to get up and running quickly.
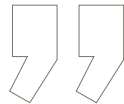
through manual means or siloed systems became difficult to scale as program or constituent volume increased. The resulting cost is realized in longer queues, unfulfilled cases and frustrated citizens who lack resolution for their needs. Meeting these service requirements demands digital transformation from agencies.

Agencies that succeed at digital transformation leverage agile technology that enables them to get up and running

quickly. This transformation depends on all aspects of an organization (and not just IT) to succeed. Successful agencies make sure that IT and the other lines of business are in agreement on priorities and the overall strategy for service delivery from the beginning. Projects that skip a collaborative define/design phase as part of their agile framework often result in expensive and frustrating outcomes.

Federal, state and local agencies deliver critical services that contribute to the

health and well-being of our people and our economy. When agencies embrace digital transformation as the key to innovation and mission success, they pave the way for transformative solutions and strategies that will outlast the current crisis. ◼

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