



## CHECKLIST

# 4 steps for governments to ensure continuity through contactless digital applications

## PUBLIC SECTOR

Governments are the first responders and core service providers during times of emergency. They are expected to deliver uninterrupted services in both the peaks and valleys of crisis, and to provide connected digital applications that streamline citizen and employee experiences. As governments deal with the challenges of a global pandemic, here are the most important steps they should take to ensure that they can weather the rest of the crisis—all while preparing for future disruptions.

## 1. Re-prioritize capabilities based on lessons learned from the pandemic

Governments of all sizes have been affected by the COVID-19 crisis, and many have been forced to reset their priorities as a result. Among the capabilities that governments have prioritized as a result of the pandemic are the abilities to:

- Deploy policies on the fly to reduce risk to workers and citizens
- Deliver uninterrupted services despite working staff shortfall
- Enable remote employees to access and share information to diagnose, investigate, and resolve service issues without visiting the office
- Maintain high levels of key services including permitting, licensing, and inspections with contactless processing

## 2. Re-assess processes and improve them accordingly

In the midst of crisis, it's clear that there is no such thing as over-preparation. Today's businesses should always be looking for ways to improve—constantly taking a second look at strategies, operations, and processes, and attempting to identify areas for optimization:

- Revisit the organization, processes, and skills of each department to deploy staff focus to more value-added tasks
- Take stock of resources, personnel, and technical solutions to reevaluate performance
- Identify gaps and reset priorities in light of the new reality
- Look for inconsistencies across systems and use them as opportunities to bring in off-the-shelf software to fill gaps or streamline processes
- Review data policies for remote workers

## 3. Prepare for the new normal

Crisis can take a toll on business strategies—bending operations and processes to their breaking points and making it hard for businesses to adjust quickly enough. But while many governments are focused on reshaping their strategies to survive the pandemic, they should also make the following preparations to stay flexible as the situation continues to evolve:

- Maintain quality service delivery despite revenue shortfall and budget constraints
- Streamline processes to meet rising demand for digital government information and services
- Bolster mobile capabilities to meet the needs of service users, while also engaging the growing numbers of remote workers and their managers
- Deploy new operational strategies for real-time collaboration, employing data sharing tools to ensure all parties involved receive spontaneous updates

## 4. Use technology as a catalyst for change

There is no doubt that technology is playing a key role in managing the current crisis, supporting government agencies to achieve greater levels of agility and flexibility. To improve levels of constituent and employee trust, governments should accelerate digital adoption in order to drive operational efficiency.

- Move to a virtual environment to automate data collection and analysis, while enabling shareable data across agency systems
- Provide a self-service platform to accelerate services delivery
- Develop collaboration tools to improve agility and increase interoperability
- Use a cloud-based system to implement modern capabilities and automate tasks more cost-effectively—with significant long-term financial savings
- Provide a secure environment to prevent cyberattacks

For a broader look at how governments can ensure community business continuity in times of disruption, read the [best practice guide](#).

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641 Avenue of the Americas, New York, NY 10011

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