Resilient: Government Pandemic Insights for a Safer America

MeriTalk, in partnership with ACT-IAC and the Partnership for Public Service, surveyed 300 IT executives and mission owners across government to explore the intersection of IT and human capital in a post-COVID world.

RESILIENCE IN THE PANDEMIC

85% agree the COVID-19 pandemic is a watershed moment for Federal government modernization

67% agree their agency's resilience improved between January and August 2020, while just

27% grade it an 'A' today – even after adapting to COVID-19

Less than half of Feds are satisfied with their agency's focus on key components of government resilience:

44% Security
36% Information technology
29% Human capital
26% Innovation

CRITICAL COMPONENTS OF RESILIENT GOVERNMENT

Top challenges in light of the COVID-19 pandemic:

SECURITY: #1 Budget constraints #2 Legacy infrastructure #3 Expanded threat landscape

INFORMATION TECHNOLOGY: **42%** say at least half of the IT they use for work needs to be updated or replaced

HUMAN CAPITAL: **85%** agree their agency has a workforce skills gap

INNOVATION: **33%** strongly agree their agency encourages them to come up with new and better ways of doing things

BUILDING A RESILIENT FUTURE

What does a resilient Federal government look like?

- Agile workforce
- Ability to adjust to changing customer needs
- Culture of preparedness
- Cutting-edge cybersecurity
- Modern infrastructure, maximizing cloud computing

Most important changes to improve government resilience:

SECURITY:
- Provide security training for non-IT workforce
- Provide security training for IT workforce
- Implement or expand mobile threat defense

INFORMATION TECHNOLOGY:
- Expand remote access
- Increase reliability
- Increase security

HUMAN CAPITAL:
- Create a flexible work environment
- Accelerate dismissal of poor-performing employees
- Invest in workforce retention

INNOVATION:
- Empower employees to be creative
- Remove internal barriers to effectiveness
- Increase communication around innovation from senior leadership

Stay tuned for the full Resilient Report and Virtual Colloquium coming in early 2021:
https://www.meritalk.com/resilient-government/