

CHECKLIST: IS YOUR AGENCY READY FOR THE FUTURE OF WORK?

6 must-haves for digital transformation

THE FUTURE OF WORK IS ALREADY HERE.

The COVID-19 pandemic has ushered in a technological revolution, forcing all sectors to re-examine decades-old policies around when, where and how employees get their jobs done.

Entire departments performing their work at the same building at the same time wasn't possible during lockdown. Today, it's an obsolete model.

Telework, hybrid models and flex time emerged as viable solutions that merged productivity and efficiency with employee satisfaction and work/life balance.

“If you had asked me three years ago about the future of work, I would have said, ‘It’s still a decade away.’ Now we’re sitting in the middle of it. The future of work is now, and it matters.”

James McQuivey, VP, Research Director, Forrester¹



DO YOU NEED TO UPDATE YOUR PLAN?

Digital transformation and modernization are key to empowering your agency to meet the demands of today's and tomorrow's workforce.

Here are some of the top questions agencies need to ask to determine how prepared they are for the future of work:

CHECKLIST:

- Is your agency equipped for remote or hybrid work?
- Is the work automated instead of manual?
- Is your agency's culture open to change?
- Do you engage employees to keep talent in-house?
- Can your agency accommodate a surge in demand?
- Does your agency suffer from skill gaps?

HOW DOES YOUR AGENCY SCORE?

All checks: Your legacy system may work as a stopgap as you consider next-generation digital enhancements, but be cautious as you invest in solutions that don't have a future-forward strategy.

Some or no checks: An agile, scalable content services platform will enable your agency to deliver intelligent, scalable service from satisfied employees, no matter where or when they're working.

[Next steps »](#)



A SINGLE PLATFORM TO NAVIGATE THE FUTURE OF WORK

Your answers to this self-assessment should provide a clear perspective of how prepared your agency is for the changing work landscape and future disruptions to the status quo.

From end-to-end content and process capabilities to a spectrum of low-code, case management and federated search tools, an **agile content services platform** can fast-track your efforts for digital transformation.

- ✓ Enable work at any time, from anywhere, with cloud-based content services
- ✓ Drive easier collaboration and engagement with customer communications management
- ✓ Integrate intelligent automation into key workflow processes with robotic process automation
- ✓ Meet times of high demand with self-service portals for citizens and federated search and manage-in-place functionality for staff
- ✓ Adapt and scale with low-code application development
- ✓ Simplify and streamline your IT infrastructure with systems integration

By leveraging the full potential of motivated staff, engaged citizens and innovative technology, your agency can adapt and thrive into the future — whatever form it takes.

For more details on empowering the next generation of government work with a single content services platform, **download the ebook**.

Source:

i. Forrester, "Predictions 2022: The Future of Work has Arrived. Now What?" 2022.

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