



# The future of workforce within government



# It's no secret, improving employee engagement leads to positive workplace outcomes

Over the last 24 months, there's been a seismic shift in how we live and work, with one of the most obvious labor impacts of COVID-19 being a dramatic increase in employees working remotely. As the world began to shut down at the beginning of the COVID pandemic, many of us working in an office suddenly found ourselves working from home. Existing projects to enable remote work, increase connectivity and enhance collaboration were continued, and new projects to provide remote services became a priority.

Within state and local government, COVID-19 impacted citizens coming to government offices to access services in person, which led to the immediate need for online service provision. There was a huge response around that. Many government agencies looked to provide new mobile devices and laptops so that employees who had previously worked in an office on a desktop could work remotely from home - ensuring the uninterrupted delivery of citizen services. Now, as part of the Biden-Harris Management Agenda Vision, strengthening and empowering the federal workforce is a core priority - and this includes developing a new vision for where government employees work, and how they work in-person together.

# Key factors driving workplace transformation in public services

COVID-19 led to a culture shift, a reimagining of the workforce to include people, machines and ecosystem talent, expanding the view of where and how work gets done. Two years on and remote working continues to be a rising trend - with flexible working now the norm for many of us. While it's true COVID-19 accelerated the pace of change across the US government agencies and departments that Fujitsu supports, the trend for a better work-life balance had already begun.

Pre-COVID the federal workforce was already shifting

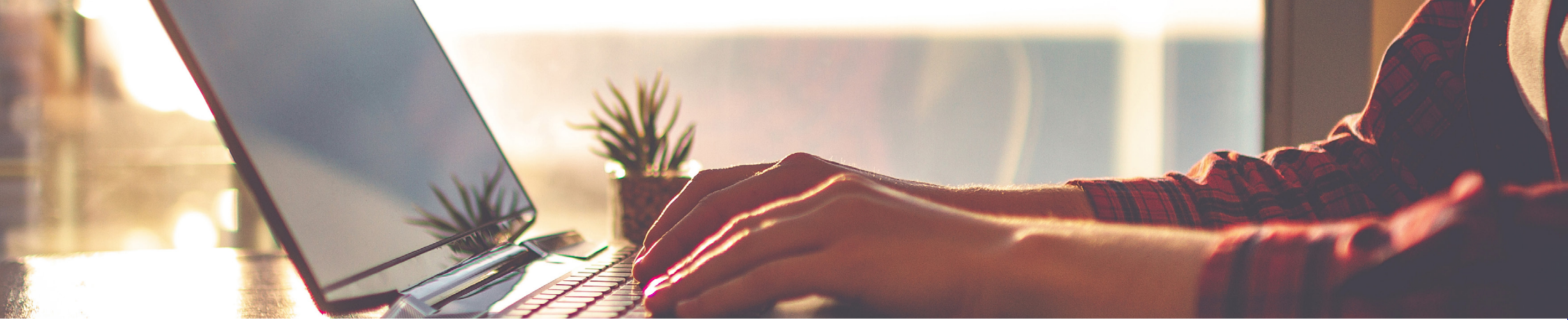
25%

of people working in government close to retirement age

50%

of workers are digitally savvy millennials

This new generation of workers used to Google, Uber and Amazon-like experiences throughout their personal lives, now have the same expectations for their experiences at work. They want effective tools, structure and processes in place that enable connectivity, knowledge sharing and better access to data at work – wherever that happens to be. **They want to be engaged and inspired to be creative and add value to their role. With work-life expectations changing, attracting new young talent and a new generation of workers requires a new approach.**



# Addressing the changing needs of government workers

Employees' expectations have changed, and at Fujitsu, we have been considering how government leaders should address the growing disparity between the traditionally structured workplace and the expectations of a younger workforce.

Remote connectivity and the proper tools must be in place to enable workers to do their job remotely. Agility is key – when delivering agency support and working remotely over VPN using mobile devices, government workers must have the ability to scale

applications up and down as needed. They need fast, integrated and scalable remote support services that resolve issues at speed to improve agency services.

At Fujitsu, this is something we know from experience. At the beginning of the pandemic, globally we had to transition 100,000s of employees to remote working in a matter of days – providing them with the technology and support needed to carry on with business as usual. Within our own organization, we rolled out a worldwide, scalable and secure digital workplace solution complete with proactive support.

# What does proactive support look like within a government agency?

Just before the pandemic, we began work with a large government agency with over 30,000 end-user devices to create personas. We had to consider – is that a rugged user, someone out in the field, someone in an office or someone working remotely? Our solution was about creating a borderless office with the right device type, enabling a consistent experience, providing access to datasets needed and creating a new smart way of working for agency employees.

Regardless of location, agency employees needed to be able to access the applications and the data they needed to do their job. For this particular government agency, we replace over 7,000 devices per year, and so had to ensure workers wouldn't be sitting with lots of downtime waiting for a replacement.

**This is where taking a proactive approach comes into play – it's about reaching out to users before issues arise.** Perhaps they're experiencing slow applications, having problems with their VPN or experiencing spikes in their CPU and hard drive – with support that's proactive rather than reactive, it means being able to fix things before they break. We reach out to ensure the user has a device that meets their needs and enables them to do their work without issue. Is the employee happy with their device, is it working well or are they frustrated because they're calling into the service desk or help desk over and over again? What is the average performance? What kind of performance are they experiencing? Do we need to look at a different device? Or is there a problem with that particular application?



## Fujitsu - using technology to create a borderless office

It's not just transitioning from office to remote working where technology can aid in the public sector – it can also aid those working on the frontline. That could be someone out in the field reading meters in the water department, a police officer in a car patrolling the streets, a building inspector in someone's home, or a health inspector in a restaurant accessing information on an iPad, tablet or mobile phone. The issue is the same – they all need to be able to access the same data out in the field as they would if they were sitting back at their office, in government headquarters or at a government location.

With any workforce solution, it's about making sure you understand what your users are trying to accomplish, the type of projects they're working on and having the right tools in place that will enable them. A device that's not working or performs poorly is going to lead to a lot of frustration – and a frustrated employee is not happy or engaged. By enabling government employees with the right tools to do their job, work satisfaction increases helping to aid worker retention – and when competing against private sector companies for talent, this is important.



## Let's not forget – security must be built-in from the start

Regardless of the working location, ensuring data security is a priority for any workforce solution. Employees need to be securely connected whether they're at home or out in the field, just like they would be in the office. Trust in society is critical for us to move forward, and so data security must be built in from the start to avoid opening additional attack points, whether that's ransomware or other cyber threats. Across the US, sometimes there's a lack of trust in government, so enabling trusted government services is a priority.

# Moving into the future

Within the public sector, remote working looks set to remain, however going forward it's not just going to be about the right tools and connectivity but also about ensuring there's an appropriate return on investment. Government budgets are tight, so it'll become as much about putting a business case together as saying we need this to enable remote working.

There's always going to be core workers such as those working in 911 that still need to be in some type of center, ready on the phone to answer a call that's coming in. So, for those jobs, there will probably always be a need for a centralized location. However, there are many more roles that can be done remotely if the right workplace technology were in place – so it's about classing each role on a case-by-case basis.







At Fujitsu, we're already using our technology to improve employee experiences and optimize processes.

**Contact our public sector team and find out how our workforce solutions are enabling remote worker productivity and enhancing employee engagement.**

For more information check the [Public Sector webpage](#).



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