

# The Future of Work for State and Local Government



The future of work is here. The effects of the COVID-19 pandemic have forced state and local government to rethink how they interact with citizens and continue to provide vital citizen services to constituents. Processes and procedures put in place now to navigate the changes brought on by the pandemic will have a lasting impact on what the future of the government workforce will look like – a more flexible, digital approach to government services.

## WHAT IS CHANGING?

In line with commercial counterparts, government entities are being forced to quickly rethink workflows, workplaces and technological constraints to stay connected, productive and responsive to citizens' needs. CGI's 2020 Client Global Insights report shows that state and local government clients are increasing their focus on becoming digital organizations through the pandemic. Government clients surveyed for the report after March 11, 2020 reported a 24 percent increase in priority around 'becoming digital to meet citizen expectations.'<sup>1</sup> The halt to in-person services in March 2020 made it clear that governments need to rapidly adapt and respond to changing scenarios, including:

- How the workforce delivers the services their agencies are expected to deliver
- How to create and manage a remote workforce
- How constituents will receive government services

## WHAT DOES THE FUTURE OF WORK LOOK LIKE?

We see the future of work as the enablement of people, processes, and technology to achieve highly productive operations through digital channels. The resulting cultural change, processes and enabling technologies will shape the future of work for years to come. Navigating a rapid move to the future of work with agility and speed is critical for governments to continue operations and projects through extraordinary conditions.

Reimagining the future of work for government should involve:

- Technology enabling connection
- Seamless, integrated employee and citizen experiences.
- Workforce and AI in partnership
- Mobilized resources at speed and scale



## THE TIME IS NOW TO SHAPE THE FUTURE OF WORK

- Enabling people, processes, and technology to achieve highly productive operations
- Serving customers through digital channels
- Navigating a rapid move to the future of work with agility and speed is critical

<sup>1</sup> 2020 CGI Client Global Insights  
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- Enterprise culture of continuous improvement
- Optimized operations

## OPPORTUNITIES FOR GOVERNMENT

Government can expect to see significant, permanent changes in the way their employees and citizens interact with and utilize their services.

Government can proactively prepare across three fundamental areas:

- **Changing workforce** - The reorganization, required capabilities and upskilling of the workforce to enable collaboration, agile teams and increased productivity anytime, anywhere.
- **Accelerated automation and working processes** - Accelerating the creation and adoption of artificial intelligence, automation tools and changed processes to support the new business operations and constituent expectations.
- **Fundamental technologies** - Upgrading and enhancing legacy policies, collaboration tools and technology in order to enable rapid and effective working environments, including cyber security, cloud infrastructure.

## RESHAPE YOUR ORGANIZATION'S FUTURE

As organizations begin to rebound from the challenges brought on by the pandemic, many are taking the opportunity to re-evaluate their IT workforce strategy. CGI offers an assessment providing clients with insights and recommendations to ensure their workforce can support current and future requirements. Our approach produces actionable results through human-centered design techniques that engage key resources to quickly gather, assimilate and report out in a prioritized action plan. Clients will receive a playbook, with a future state vision as well as tactical actions to achieve the desired future state. The playbook includes a detailed current assessment, a balanced workforce scorecard, an aggregated risk heat map across the areas defined in scoping exercise, a financial value proposition and recommended workforce strategies, taking into account onshore, offshore and local model considerations.

## EXPERIENCE TO HELP YOU THRIVE IN THE NEW NORMAL

CGI has built deep public sector domain expertise, process knowledge and best practices through over 40 years of delivering technology and consulting services for state and local government. We understand the unique needs of government and have a proven track record of helping agencies across the U.S. improve citizen services and increase efficiency through successful digital transformation programs. Working together with clients, we are prepared to navigate the challenges ahead and chart a path forward to deliver solutions for the workforce of today and tomorrow.

Learn more about our point of view on the future of work in our [executive insight brief](#).

## ABOUT CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating across the globe, CGI delivers end-to-end capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions, helping clients achieve their goals, including becoming customer-centric digital enterprises.

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