

# SLG AT YOUR SERVICE

## Accelerating Digital Delivery

MeriTalk surveyed 200 state and local government (SLG) IT and program managers familiar with digital service delivery to understand how organizations are using this moment to rethink the citizen experience.

### Performance Under Pressure



76% of SLG leaders say the COVID-19 pandemic **exposed the fragility of critical government service delivery** systems and the aging technology behind them



Just 31% give their organization an 'A' for its **ability to rapidly deploy and scale technology** to support citizen needs during the pandemic

### Obstacles to Success

34% were **very satisfied** with their organization's ability to meet citizens' digital service needs during the pandemic

#### What held them back?

#1



Lack of funding

#2



Security or data privacy concerns

#3



Governance challenges

### Necessitation of Digitization

82% say the COVID-19 pandemic proved their organization can **move critical services online faster** than they ever thought possible

The majority say the pandemic has accelerated **digital government** by three years or more

Still, just 24% feel their senior leadership sees **digital government** as critical and are fully engaged with it as part of a **key organizational strategy**



### The Digital Age

82%

agree public services need to become **intrinsically digital**

and



77%

say citizens would rather be **online** than **in-line**

#### What systems would benefit the most from digitization?

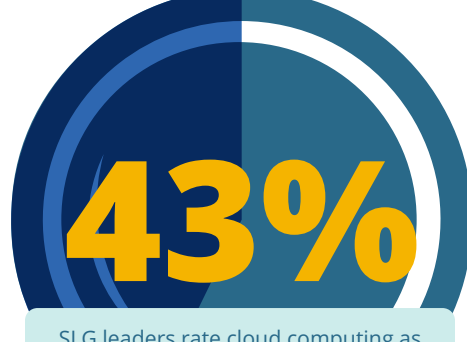
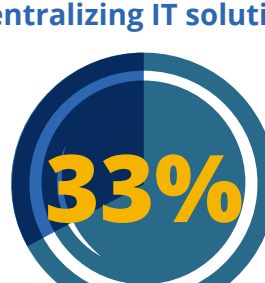


### Service on Screens

**IT managers:** What prior technology investments have proven instrumental in delivering digital services throughout the pandemic?

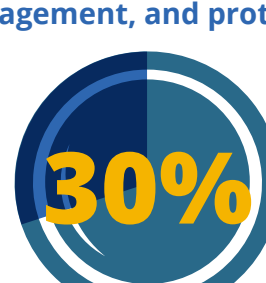
#### Modernizing IT infrastructure with cloud computing

Centralizing IT solutions



SLG leaders rate cloud computing as the **#1 technology** to propel the next wave of service delivery innovation

Improving data storage, management, and protection



#### Benefits from digital service improvements?

46%	Improved organizational efficiency
43%	Improved employee satisfaction
36%	Improved citizen satisfaction
34%	Improved security
31%	Lower costs



### Leading by Example

#### What do organizations that deliver 5-star digital service do differently?



Invest in cloud computing in direct support of digital service delivery



Review, update, and implement their digital government strategy on an ongoing basis



Consult citizens when designing digital services

