

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?



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**



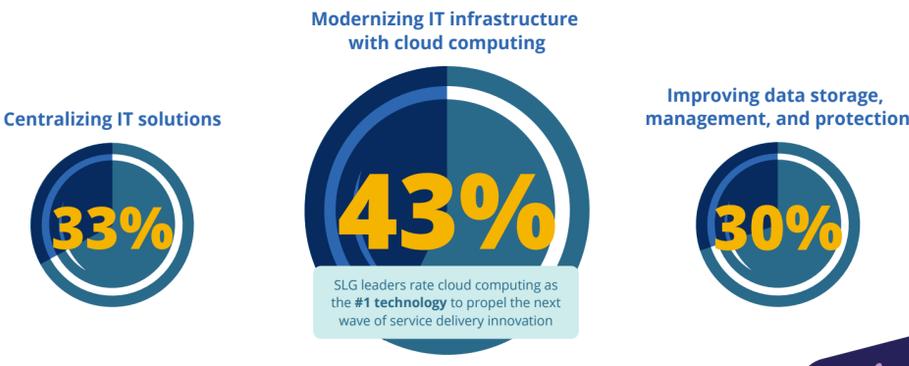
77% say citizens would rather be **online** than **in-line**

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?



Benefits from digital service improvements?



Leading by Example

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

