







Resilient:

Government Pandemic Insights for a Safer America

MeriTalk, in partnership with ACT-IAC and the Partnership for Public Service, surveyed 300 IT executives and mission owners across government to explore the intersection of IT and human capital in a post-COVID world.

RESILIENCE IN THE PANDEMIC

85%

agree the COVID-19 pandemic is a watershed moment for Federal government modernization

agree their agency's resilience improved between January and August 2020, while just

arade it an 'A' today – even after adapting to COVID-19

Less than half of Feds are satisfied with their agency's focus on key components of government resilience:



Security



Information technology



Human capital



Innovation

CRITICAL COMPONENTS OF RESILIENT GOVERNMENT

Top challenges in light of the COVID-19 pandemic:



SECURITY:

Budget

Legacy

Expanded threat

landscape



INFORMATION TECHNOLOGY:

needs to be updated or replaced

say at least half of the IT they use for work



CAPITAL:

HUMAN

agree their agency has a workforce skills gap



INNOVATION:

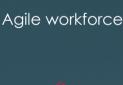
strongly agree their agency encourages them to come up with new and better ways of doing things

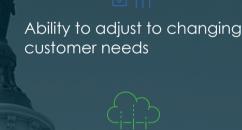
BUILDING A RESILIENT FUTURE

resilient Federal government look like?

What does a









Most important changes to improve

maximizing cloud computing

Modern infrastructure,

SECURITY:

Provide security training for non-IT workforce



INFORMATION TECHNOLOGY:

government resilience:



training for IT

workforce

Increase

reliability

Provide security



Implement or

expand mobile

threat defense

access

Expand remote



HUMAN CAPITAL:

Create a flexible

Accelerate

performing

employees

barriers to

effectiveness

dismissal of poor-

Invest in

workforce

retention

Increase

security

work environment



Empower

employees to

be creative

Remove internal

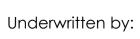
Increase communication around innovation from senior leadership



https://www.meritalk.com/resilient-government/

and Virtual Colloquium coming in early 2021:

ACT-IAC PARTNERSHIP FOR **PUBLIC SERVICE**









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· Recorded Future

