

## 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

**67%**

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

**27%**

grade 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:



**44%**  
Security



**36%**  
Information technology



**29%**  
Human capital



**26%**  
Innovation

## CRITICAL COMPONENTS OF RESILIENT GOVERNMENT

### Top challenges in light of the COVID-19 pandemic:



#### SECURITY:

**#1** Budget constraints **#2** Legacy infrastructure **#3** Expanded threat landscape



#### INFORMATION TECHNOLOGY:

**42%** say at least half of the IT they use for work needs to be updated or replaced



#### HUMAN CAPITAL:

**85%** agree their agency has a workforce skills gap



#### INNOVATION:

**33%** strongly agree their agency encourages them to come up with new and better ways of doing things

## BUILDING A RESILIENT FUTURE

### What does a resilient Federal government look like?



Agile workforce



Ability to adjust to changing customer needs



Culture of preparedness



Cutting-edge cybersecurity



Modern infrastructure, maximizing cloud computing

### Most important changes to improve government resilience:

#### SECURITY:



Provide security training for non-IT workforce



Provide security training for IT workforce



Implement or expand mobile threat defense

#### INFORMATION TECHNOLOGY:



Expand remote access



Increase reliability



Increase security

#### HUMAN CAPITAL:



Create a flexible work environment



Accelerate dismissal of poor-performing employees



Invest in workforce retention

#### INNOVATION:



Empower employees to be creative



Remove internal barriers to effectiveness



Increase communication around innovation from senior leadership

Stay tuned for the full Resilient Report and Virtual Colloquium coming in early 2021:

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