

Modernization Hits and Misses:

Lessons from Federal, State and Local Digital Service Innovation

MeriTalk surveyed 200 Federal and state/local government (SLG) IT decision makers in May 2023 to see what's working and what's not in citizen service modernization.



The Hits ...

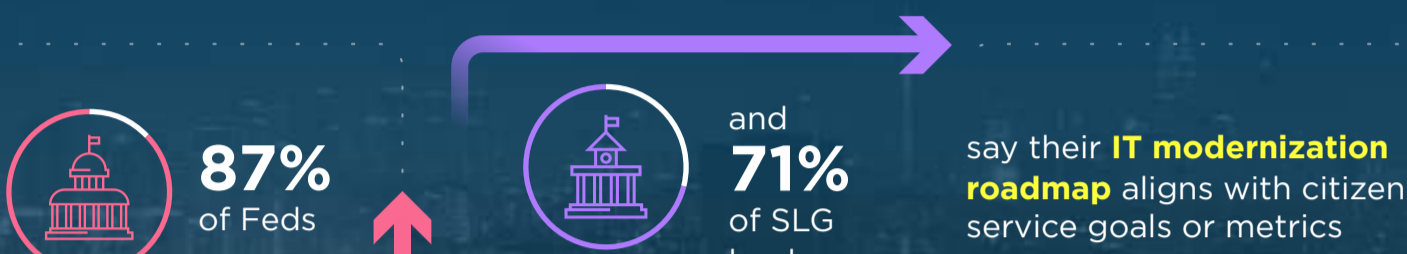
87% of Feds



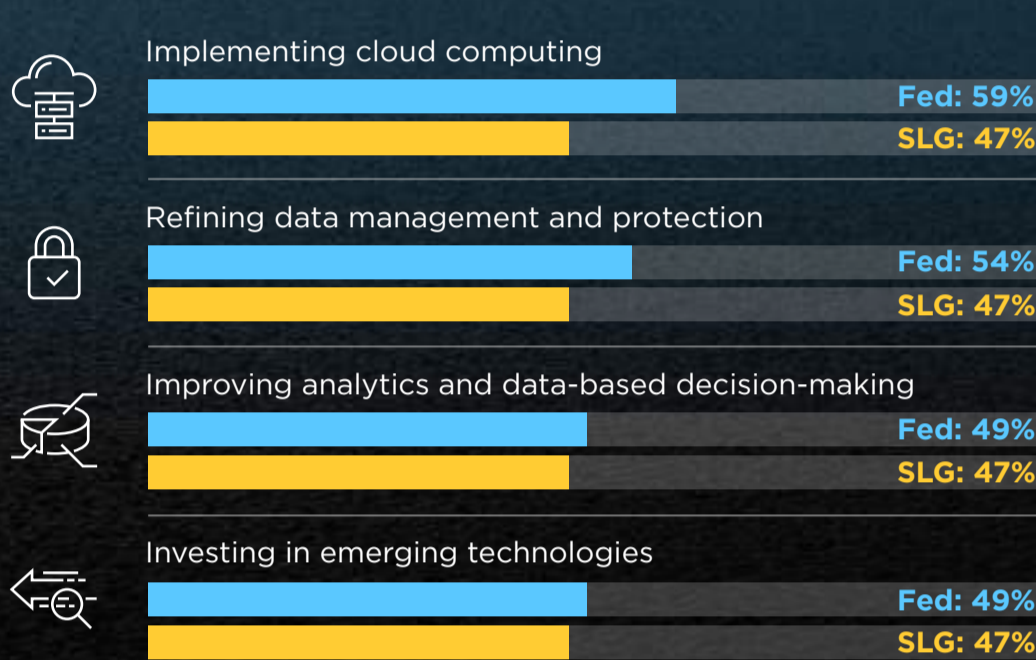
91% of SLG IT leaders



say they've made interacting with the government **easier** in the past year



Modernization efforts with a significant impact on service delivery:



The Misses ...

Despite progress, just **46% of Feds** and **39% of SLG leaders** grade their agency's ability to deliver excellent, equitable, and secure citizen services an 'A'

Top factors in failed citizen service initiatives?

Feds:
Reliance on legacy technology and lack of executive leadership support

SLG:
Limited budgets and siloed operations

Outdated systems prevent governments from delivering:

- #1 Faster processing times
- #2 Real-time access to information
- #3 Mobile friendly applications

Where to Double Down ...

Top factors in successful digital service initiatives:

Feds

- #1 Availability of modern technology
- #2 Clearly defined citizen service goals and objectives
- #3 Reliance on detailed implementation roadmaps

SLG

- #1 Effective project management
- #2 Availability of modern technology
- #3 Support from executive leadership

Learn more about how government agencies are using IT modernization to support citizen service priorities:

[\[Federal report\]](#)

[\[SLG report\]](#)