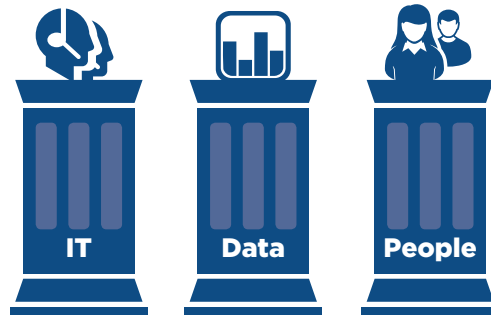


Developing the Future Government Workforce

In light of budget cuts and stiff competition for talent and skills, agencies must develop their best talent resources. To enable a modern workforce, Government employees and managers need tools that enable a better user experience and digital access to data in real time while optimizing workforce operations for better performance.

The 3 Pillars of Digital Transformation Success

The three pillars of the President's Management Agenda require agencies to deploy digital transformation to:



Digitally Transforming the Workforce

49% of government agencies indicate that developing digital capabilities and skills is a top digital transformation challenge.

43% indicate that building the right organizational structure is a top digital transformation challenge.

To meet these challenges, agencies are investing in people resources and creating a tech-friendly work culture to deploy solutions that improve service delivery, increase capacity, streamline operations, and reach policy goals. By 2021, government expects the following savings and/or benefits from their digital transformation strategy:

- **40% expect increased/improved employee productivity**
- **33% expect reduced operational expenditures**
- **27% expect business process cycle-time reduction**



Future of Work technologies can automate tasks, reskill employees, and increase the efficiency of the workforce.

Message from the Sponsor

Discover why the employee experience is shaping up to be one of the most top of mind topics for HR leaders this year. We brought together industry experts to discuss why the digital employee experience matters so much and what the future of work looks like for forward thinking organizations.

[Read The White Paper](#)

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The Future of Work

Government agency leaders recognize that modernizing the workforce and implementing strategies that empower workers are critical components in transforming the government. Strategic workforce management includes strengthening leadership of human capital systems, developing better human resources processes and capabilities, and enhancing the workforce culture.

IDC defines the Future of Work (FoW) a fundamental change to work that:

- Fosters human-machine collaboration
- Transforms worker behaviors and skills as well as organizational culture and employee experience
- Supports a dynamic work environment, not bounded by time of day or physical space

FoW technology significantly affects the worker experience in 3 areas:

- 1. WorkCulture:** Talent sourcing with an agile, virtual, borderless, and task-oriented approach. Technologies include HR analytics, talent communities and engagement platforms, crowdsourcing, knowledge hubs, human capital management, enterprise performance management.
- 2. WorkForce:** Applying intelligent technologies to reshape the way work tasks are performed. These technologies augment and automate work while creating new value within the organization, and include AI software/predictive analytics, Robotics, AR/VR, Digital assistants, RPA, process automation software.
- 3. Workspace:** Dynamic, agile, and smart work environments that are not bounded by physical location or defined times of the day. Technologies include virtual client computing, UC&C, mobility, smart meeting rooms, collaboration and content sharing.

FoW technologies enable the goals of this administration's 21st Century Workforce. For example, digital assistants, RPA, and process automation software — all Future of Work technologies — can automate tasks, reskill employees, and increase the efficiency of the workforce.

Essential Guidance

Agencies should take the following steps:

- Deploy technology that can rapidly adapt to the changing worker landscape, scale to meet critical periods, and work seamlessly with existing applications. Prioritize user experiences.
- Enable flexibility in managing work schedules and deploy workforce applications that work seamlessly with existing applications to ensure efficiency and portability.
- Integrate data across payroll, talent acquisition, compensation, and performance management.