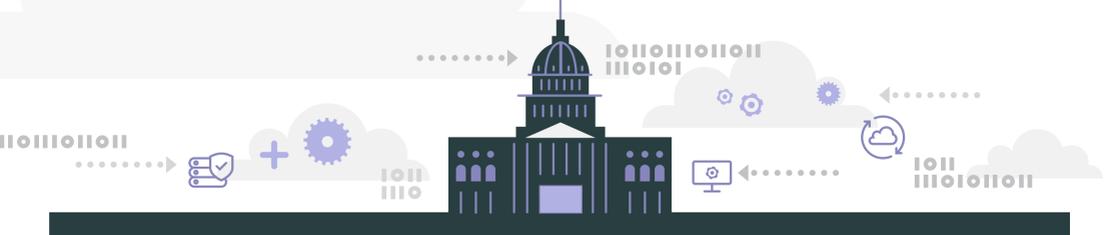


The U.S. government reinvents its human resources.



With 2.2 million workers, the federal government is the largest U.S. employer.



Plans are under way to adopt new technologies that will consolidate HR functions, improve service efficiency, and lower costs.

Digitization is the starting point.

The government's HR organization wants to go paperless, but it has a long way to go.

Records have holes in them.

Payroll data in existing digitized records is incomplete according to a 2016 report.¹

Payroll is getting "SaaSy."

The new platform will shift operations to a software-as-a-service model.²

Retirement claims lag.

HR units still mail paper records to the Office of Personnel Management for manual processing creating backlogs and late payments.³



\$1B

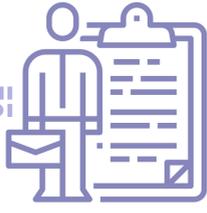
The money saved during on payroll consolidation during the Bush administration.

1800

The number of business rules that have to be applied to calculate retirement claims.

15K

The number of retirement claims received in January 2016 and January 2017.



540K

The number of backlog Department of Veterans Affairs cases resolved by digitizing files.

Agencies look to blockchain technology.

Blockchains will help the government embrace advanced data analytics and revolutionize HR.

Investment is trending upward.

Blockchain spending is projected to rise for the third consecutive year in 2018.⁴

Minimizing the big mistakes.

Blockchain promises to improve both efficiency and accounting accuracy.

It's "blockchain fever."

Dozens of new pilot programs are currently underway at several agencies.



\$810M

The cost of construction projects the Pentagon failed to properly document.⁵

AI and predictive analytics are here.

Agencies are optimizing workforces by tracking demographic data, skill levels, and workloads.

Boosting efficiency.

New doors are opening for record management, data management, and workforce planning.

Finding the right people.

Agencies can use hiring algorithms to fill jobs faster, expand diversity, and improve retention.

Trend analysis.

Using its 2.2 million employees as a test population, the government could spot nationwide trends.



42%

2017 government agency satisfaction regarding hiring people with the right skills.

30-50%

Reduction in turnover at a Maryland hospital when using a hiring algorithm to increase productivity and lower hiring costs.⁶

Obstacles to adoption.

While the government's efforts to improve HR technology hold promise, obstacles remain.



Consolidation is tricky.

New doors are opening for record management, data management, and workforce planning.

Automation requires effort.

Departments often forget they need to plan and budget for ongoing operations and management.

The deficit looms large.

Investing in costly technologies for the long term isn't easy when faced with a trillion-dollar deficit.



Find out how ServiceNow can help you apply new technologies to streamline your HR operations.

www.servicenow.com/gov

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 2. General Services Administration, "GSA Awards New Pay BPA for Software-as-a-Service for Payroll and Work Schedule and Leave Management," GSA, Sept. 27, 2018
 3. Bloomberg interview with Steve Goodrich, president and chief executive of the Center for Organizational Excellence
 4. Cornille, "How Blockchain is Empowering Cyberpunks and Governments Alike"
 5. Bryan Bender, "Massive Pentagon Agency Lost Track of Hundreds of Millions of Dollars," Politico, Feb. 5, 2018
 6. Rebecca Greenfield, "Can an Algorithm Prove You Won't Quit Your Next Job?" Bloomberg Business, Nov. 9, 2015