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
- Digitization is the starting point. The government’s HR organization wants to go paperless, but it has a long way to go.

**Agencies look to blockchain technology.**

Blockchain 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.

**AI and predictive analytics are here.**

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

- **Boosting efficiency.** Agencies are optimizing workforces by tracking demographic data, skill levels, and workloads.
- **Finding the right people.** Agencies can use hiring algorithms to fill jobs faster, expand diversity, and improve retention.

**Obstacles to adoption.**

While the government’s efforts to improve HR efficiency hold promise, obstacles remain.

- Consolidation is tricky. Stakeholders are often required to make difficult trade-offs.
- 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.