

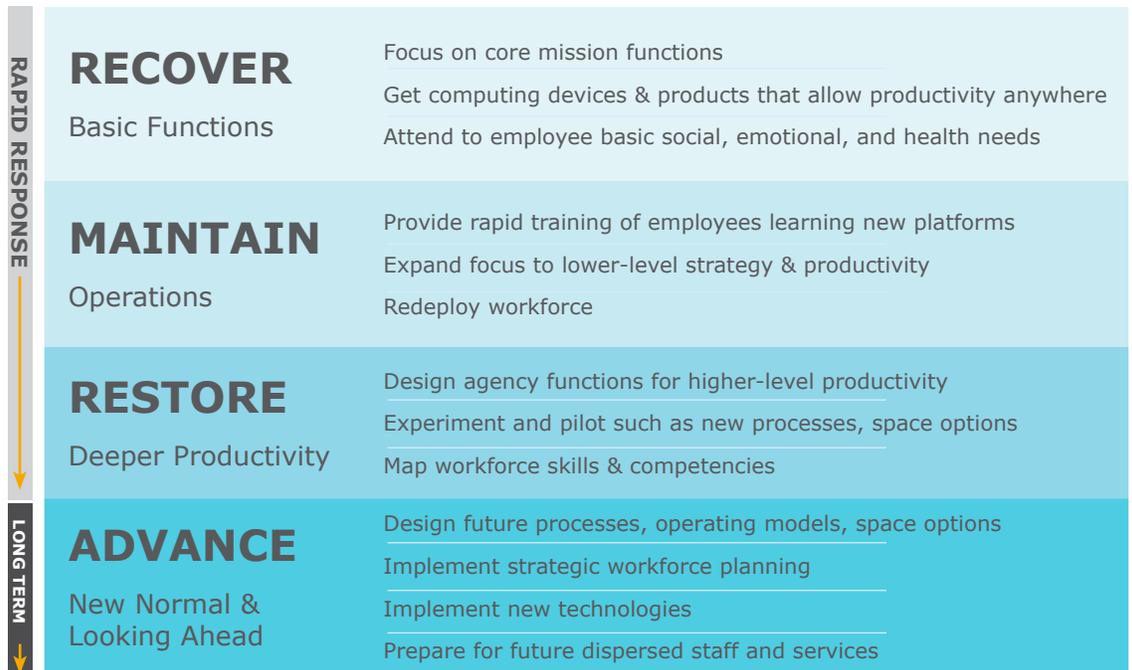
# RAPID RESPONSE TO RESTORED GOVERNMENT OPERATIONS

## A Guide for State Chief Administrators

In March 2020, states were catapulted into unprecedented times facing a global health pandemic that upended economic conditions and impacted many, if not all, functions under the purview of State Chief Administrators.

As a leader of state government operations, now is the time to reflect on necessary changes required by quick pivot points and determine long-term outcomes in a changed world. NASCA's Rapid Response Series offers considerations for immediate action as well as more long-term steps to sustainability.

### CHIEF ADMINISTRATORS CAN FOCUS ON RAPID RESPONSE PROJECTS AND EMPLOYEE CARE BEFORE DEVELOPING A LONG-TERM STRATEGY:



### CHIEF ADMINISTRATORS ARE TACKLING THE CRISIS BY FOCUSING ON A VARIETY OF KEY FUNCTIONS:



**NASCA**

National Association of State Chief Administrators

www.nasca.org

## INSIGHTS ON TECHNOLOGY

States are already implementing many new and innovative initiatives to rapidly respond to the COVID-19 impact on government operations. NASCA engaged chief administrators and corporate partners around critical considerations and pointed to guiding principles to be considered when restoring basic functions and maintaining operations.

### STATES MAY CONSIDER:

#### Identify critical internal IT infrastructure and increase capacity

Address increased request for laptops, expanded remote access tools, virtual private network (VPN) licenses, web conference tools, wireless hotspots, and cloud-based platforms.

#### Prepare for citizen-facing portals surge

Expect an increased demand for services related to the crisis, especially states with one-entry citizen portals.

#### Address additional cybersecurity risk

Risk may result from increased absenteeism, surge of crisis-related emails, and usage of new remote work platforms.

#### Promote statewide digital alignment

Strong IT governance and central alignment can increase state's focus and digitization such as state digital transformation group or IT centralization.

#### Improve citizens and customer digital experience

Citizen-facing digital tools increases statewide commitment to digital tools for internal processes. Some states implemented paper-based process mapping to move these paper processes to digital rapidly.

#### Maximize opportunity to implement innovative digital approaches

States with strong digital strategies and electronic processes were aided significantly in continuity of government.

#### Facilitate rapid and flexible IT acquisition

Evaluate contracts in place for products and services related to the pandemic. Under emergency purchasing guidelines, states may have the opportunity to overcome IT procurement and implementation barriers such as budget, capacity constraints and low organizational prioritization. Work with all parties—including the agency and the private sector—to establish a process that increases flexibility.

#### Build digital skills

Work to train managers to supervise a remote workforce and promote a culture enthusiastic about digital compliments and enhanced work.

### For More Information:

ALASKA | [Remote Working IT Resources](#)

CONNECTICUT | [Work from home Technology Resources](#)

FLORIDA | [Cyber Tips](#)

MICHIGAN | [Resources for hosting a public meeting using Microsoft teams](#)

SOUTH CAROLINA | [IT Guidance](#)