Bringing zero downtime to flexible government work

How IT can keep government workers productive and happy anywhere.

hp

Two years ago, the freedom to work at home was either a nice perk or a special-circumstances accommodation

These days, things are decidedly different

Depending on region, role, policy, or preference, many state and local government employees now split their time between working from home, working in the field, and working in-office. According to a survey in November of 2022, about 60% of government employees were working in a hybrid environment.[1]

Navigating this new reality can be nerve-wracking for IT, because technology essentially DEFINES today's work experience. Among IT leaders, 88% consider it essential for employees to be able to work remotely effectively and efficiently.[2]

The IT challenges are well known for both fully on-site and fully remote work. However, hybrid work is less predictable. That unpredictability can create multiple stressors for your IT teams.

IT's top hybrid-work challenges

34% found the management and maintenance of remote desktops cumbersome[4]

90% said that the new hybrid working style has caused "a great deal" of change to their operations[2]

How hybrid work has changed IT

While many employees have welcomed blended work with open arms, IT...not so much. "Anywhere work" brings its own new set of everywhere pressures—and 78% of CIOs predict that the shift to a hybrid working style will become a burden for IT.[3]

Unpredictable people needs: People with state and local governments are working in a variety of locations, on divergent schedules. Also consider that across your workforce, employees are in different career stages, with different goals and different workplace needs. All these factors make supporting them with the right devices and responding to their real-time IT problems even more of a challenge.

Unpredictable risks: With so many devices, users, and locations, the opportunity for a careless click to turn into a network-wide problem increases exponentially. Because IT teams often lack the visibility to identify looming security threats—or the tools to defend against them—your government organization's vulnerability level is amplified with hybrid work.

Unpredictable processes: As hard as it was for IT to enable employees to go all-remote, going hybrid is proving even harder. There are more stakeholders than before, more necessarily rapid adoption of digital platforms, and an acceleration in leveraging tech to meet critical needs.

No matter where government employees are located, they're living in a state of flux, and it's IT's mission to help them through the chaos. It's good to know that there's help for IT, too—a reputable, well-rounded services provider can provide a personalized road map for processes, priorities, and resources in this new world of everywhere work.

Holistic solutions keep your IT team productive

From setting up new employee devices to troubleshooting existing ones, IT is the operational bedrock supporting every government institution or agency.

In today's hybrid world, how can a team of so few be expected to keep doing so much for so many? The pace is unsustainable. It's time for IT to enlist some support of its own and delegate—handing off time-consuming tasks to people and to intelligent, automated tools.

Partnering with an experienced IT services provider that understands the unique demands of government IT can put AI-driven automation and analytics, plus a pool of people expertise, at the fingertips of overburdened tech teams. Instead of playing catch-up with an always-teetering pile of end-user tickets, IT can automate issue resolution—or even prevent problems altogether—using predictive insights.

Previously, IT had to redirect all its resources to staunch a security breach. Now, IT can rely on advanced threat detection that's always on and always watching, ready to isolate and exterminate dangers—without staff having to lift a finger. If a human touch is required, a capable services provider will have a team of experts standing by so your own IT teams don't have to.

And IT staff aren't the only ones who can get more done with robust support services in place. Government employees can power through more work when they're not in downtime, waiting their turn in the IT help queue.

Give IT the extra support they need

Government IT teams are on the hook for many important things. Among them:

Advancing strategic projects that help drive efficiency and productivity

Utilizing services that reduce the demands of print management

Making wise technology decisions that keep the workforce running by matching devices to the job and to the employee

Investing in exciting, innovative technologies that unify and strengthen agency culture

It's hard for IT to meet all these demands when they're buried beneath mundane, day-to-day end-user needs

Such tasks may seem small individually, but together consume a huge chunk of IT's workday. Over time, the stress of trying to balance competing demands can lead to burnout—in a time when no one can afford to lose IT talent.

But the good news is that today's proactive services were practically MADE for supplementing IT in managing the flexible, hybrid world. Software tools and expert support that streamline and automate IT workflows give IT teams the capacity to keep up with increasing demands.

For example, auto-ticketing cuts down on the time IT spends filling out and tracking support requests; some services even handle support requests on behalf of IT staff. Real-time, cloud-based user analytics can keep a pulse on the hybrid worker experience.

Not only can the analytics help IT profile a strategy for the device type and support that each user needs for their particular job and work style, but the software can also alert IT to trouble spots with device and application performance.

In addition to analytics, managed print services can significantly reduce the IT burden. These services cut out repair calls, help make paper and ink use more efficient, and also help ensure that the printers used by your team are secure.

Moving to a modern IT model doesn't just offload tedious tasks to someone else; it also seamlessly automates and provisions those tasks. By taking some of the pressure off your IT pros, you can give them more time in their day—time they can apply toward broader goals.

Help ensure secure access from remote locations

Trying to stay on top of device and network security when you've got endpoints everywhere is like trying to plug multiple leaks in a very large dam.

With resources spread so thin, government IT teams just don't have enough plugs. With its multiple, shifting environments, hybrid work has been dubbed "the worst of both worlds" by security professionals.[5]

But some services do more than plug the leak for you: They won't let cyberattackers punch the hole in the first place.

A well-rounded, data-driven endpoint security solution should have multiple layers that safeguard your people, devices, and data. Some services alert IT to security vulnerabilities so they can resolve them before a breach occurs.

Others go a step further and use AI-based malware detection and threat isolation. Still others offer automated updates and patching so that devices are continuously protected from new attacks. The most advanced solutions can self-heal their own firmware in the event that an attack does get through.

The ideal solution, of course, would give IT peace of mind by taking care of ALL these things. And with the high stakes of security at all levels of government, an ideal solution is precisely where the bar is set.

Avoid unplanned downtime for anywhere workers

When devices misbehave—or even worse, when they fail outright—workers are stuck without the tools they need to get the job done.

When things go awry for government tech, IT has to drop what they're doing and scramble to get things back up and running. But how can IT troubleshoot, repair, or replace from afar?

Whether a worker is down the hall or a country away, a good services provider can make it easier for IT to support a distributed workforce. Traditional support services are notorious for being reactive—in other words, relying on users to request IT support after they already have a problem. (Which begs the question: How does a user enter a help ticket from a machine that isn't working?)

IT services for today's world take a more proactive approach. AI-powered software tools monitor device health, automatically detect problems, and request service BEFORE users experience a downtime event.

But device failures do sometimes happen—what then? Well-rounded providers offer rapid repair and replacement services. A mobile technician comes to your site as soon as the next day or gets a new device to an employee's front door—wherever it may be—as soon as possible.

Choose an established provider with government IT expertise to help you develop a thoughtful plan.

Look for a services partner you can trust to help you support and secure government employees in the work-from-anywhere world—one who can ensure that your technology supports diverse ways of working, in different locations, in changing circumstances... one who offers secure solutions that don't break amid sudden shifts.

Overarching all the technology should be expertise: Your service provider should have the experience to guide you through the insights their systems supply and to help you make decisions based on what your people want and what your business needs.

"Hybrid is a lot harder to manage than either fully remote or fully face-to-face. By allowing a Wild West, do-your-own-thing arrangement, it's going to turn out to be worse than all-remote was for a lot of companies, if they're not thoughtful about it."

Anita Williams Woolley, PhD
Associate Professor of Organizational Behavior and
Theory at Carnegie Mellon's Tepper School of Business[6]

Work is unpredictable—
but IT doesn't have to be

Work is all over the place, literally and figuratively. That probably won't change for a long time, if ever. But upsourcing to a trusted brand like HP Services gives government IT teams the extra help they need to support it all, from live experts to cloud-based AI solutions that automate and simplify tiresome manual and paper-based processes. Wherever work is heading, HP helps you create a more connected hybrid workforce...and fewer to-dos for IT.

HP is the partner IT professionals trust to help them support employees and help secure devices in the work-from-anywhere world. We provide the solutions, insights, and guidance government agencies need to meet changing expectations and needs with ease across locations, work styles, and roles.

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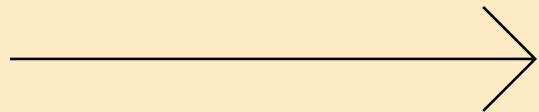
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