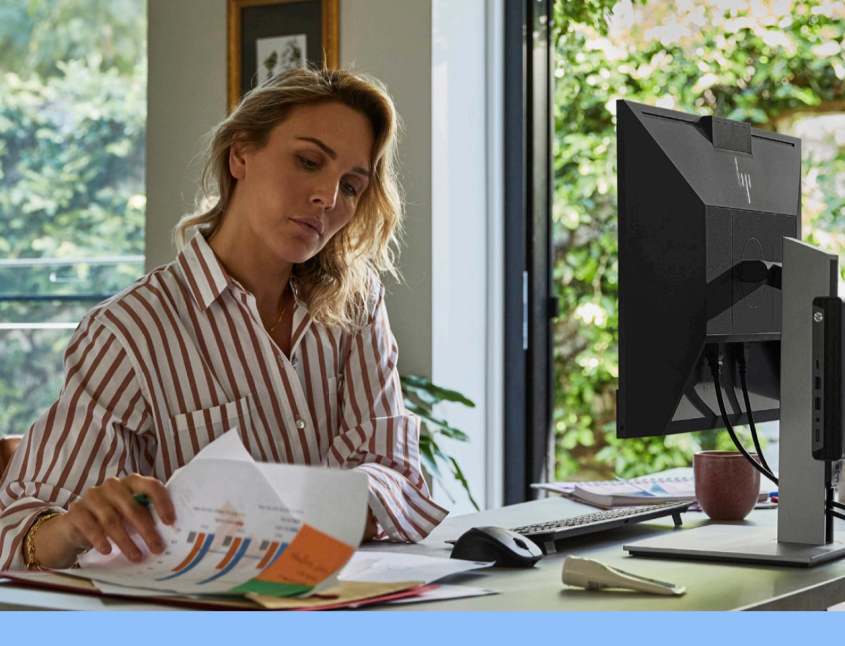


10 ways to optimize IT services for government hybrid work realities

Outsourcing can alleviate the day-to-day grind and enable IT to strategize and efficiently support state and local government efforts



For IT, hybrid work means MORE work. Not just expertly navigating the tech complexities of employees moving among in-office, at-home, and in-transit work, but also playing a larger role in shaping their organization's outcomes. After all, the technologies IT chooses—and how well IT implements and supports them—can lead to satisfied teams, delighted stakeholders, and better outcomes...or not.

But the realities of government budget constraints and talent shortages can leave IT teams feeling overstretched. Overcome the overload by outsourcing with an IT services vendor who can help your teams become more agile.

How outsourcing eases IT's burden

01

Offload mundane tasks so your IT team members can do more rewarding, high-value work

Outsourcing manual, daily duties like configuration, deployment, and repair frees your IT team to focus on the strategic activities they enjoy more—the ones that require original, creative thinking and have the potential to grow your organization.

63%

of IT directors are not confident in their IT estate's ability to fully support the hybrid workforce¹

02

Fill staffing gaps on demand so you can deliver on expected outcomes

A services vendor can provide the skilled staff you need to meet sudden, unexpected needs such as covering resignations or emergency leave, or ongoing needs such as shoring up your staff so that your teams don't always feel so overtaxed.

73%

of IT leaders said recruiting technologists and filling open tech positions are major worries²

03

Enlist specific expertise when you need it

Solve complex challenges that require advanced knowledge or specific domain expertise without the hassle of hiring—or the expense of retaining—an on-staff specialist. Call on additional expertise as soon as you need it, at lower overall costs.

29%

of IT teams are stretched across too many monitoring responsibilities¹

04

Level out your costs by scaling as you go

Don't pay for one-size-fits-all solutions that ultimately cost more and don't deliver exactly what you need when you need it. Look for flexible arrangements that change alongside your organizational objectives—and your budget.

05

Get expert advice on shaping your IT road map

Services experts can look at your environment and identify vulnerabilities, recommend where to build efficiencies, and introduce new technologies—as well as share their vast experience in the form of valuable insights and best practices.



06

Onboard new employees, almost hands-free

Look for a vendor who can make onboarding simple, intuitive, and hassle-free for both workers and IT. Pre-provisioning services can customize PCs to arrive with the right software and settings preinstalled for each end user's needs.

07

Keep employees happy with faster fixes

Supporting devices is an ongoing game of reacting to unanticipated problems. An advanced services vendor can predict, identify, and resolve endpoint problems with AI and automation—before they cause hours of downtime for your hybrid workforce.



08

Safeguard endpoints with always-on security

Fortify your first line of defense with an IT services vendor who provides a 24/7 endpoint security solution that protects people, devices, and data—no matter where, how, or when they need to work.

34%

of IT departments say they have endpoint security¹

26%

have device encryption in place¹

09

Give your distributed teams friction-free collaboration

Look for a vendor with expertise in conferencing tools—one that can go beyond after-the-fact troubleshooting—to gain proactive visibility into the health of your audio and video devices and help avoid disruptions.

10

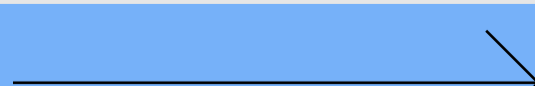
Meet sustainability goals for end-of-use devices

Are your IT teams overrun by legacy IT assets? Look for a vendor that can retire old devices securely and sustainably with an industry-compliant secure data wipe or device destruction and environmentally conscious recycling.

Outsourcing can help IT truly do it all

No matter what comes next in the world of work, it's a safe bet that government IT teams will have more responsibilities than ever before. Flexible IT services from HP enable IT teams to pull in the talent and the automated tools they need—when and how they need them—so they can do more, with less stress.

LEARN MORE AT [HP.COM/HP-SERVICES](https://hp.com/hp-services)



¹ Apogee, "Defining The Future of the Workplace," December 2022, <https://apogeeecorp.com/defining-the-future-of-the-workplace/>

² Society for Human Resource Management (SHRM), "IT Workers Will Be Hard to Find and Keep in 2022," December 13, 2021, <https://www.shrm.org/resourcesandtools/hr-topics/technology/pages/it-workers-will-be-hard-to-find-and-keep-2022.aspx>

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