Accelerating hybrid workflows: 5 considerations for government

Uncover insights to guide your digital transformation

Digital workflows enable collaboration, drive productivity, and accelerate innovation in the hybrid workplace. Yet, paper-based processes continue to be just as important. 80% of employees working from home are printing the same, or more than, pre-COVID volumes.[1]

This is a reality that government agencies, whether federal, state, or local, must contend with as they pivot to make hybrid work a permanent arrangement. Currently, 59% of federal government employees telework daily, up from just 3% pre-pandemic[1]. It's an encouraging sign, but such progress will not be linear, since no two agencies will have the same experience in making the pivot. For instance, 83.6% of leaders and 47.2% of employees in state agencies cited barriers related to technology as one of their main hurdles.[2]

1. What is your current level of digitization?
2. Are all endpoints and connections secure?
3. How accessible are printing and scanning for distributed teams?
4. Are there new opportunities to activate automation?
5. What are the human behaviors you need to take into account?

Action is needed, and the big question is, what's the best place to start? Considering the ubiquity of paper-based workflows and how it supports many tasks, it can help to begin by integrating print and digital.

Depending on the size and scope of the organization's operations, this can be particularly challenging. However, HP can help you ask the right questions to track productivity in the office, at home, on base, or in the field to uncover opportunities for unlocking efficiency.

1. What is your current level of digitization?

Within the workplace, many may perceive digitization as being synonymous with optimization, though they can be independent of each other. In both instances, technology often provides the solution, but it depends on what the objective is. For some, it's enough to go paperless, while others seek complex workflow automation solutions.

Assessing your current environment and processes will provide a clearer picture of the opportunities for workflow optimization. Here, the lack of policy and accountability cannot be overstated. Reducing the reliance on paper can be difficult due to the lack of policy and accountability. 90% of government agencies don't have a formal printing policy, and 95% of offices don't require employees to enter a personal identification code to print.[3]

Incorporating such insights into your digitization strategy will accelerate your vision for the borderless workplace, and it can begin by equipping employees with the right devices and features to support working at home. However, differentiating between your employees' need for a printer at home and those who occasionally require access to printing will add another layer of complexity. Equipping fully remote teams who need to print from home will require the support of a managed print service such as HP Flexworker.

For others who might need print jobs to be retained securely in the cloud for when they're back on premises HP Secure Print[10] fits the bill.

HP Flexworker is a print service tailored for remote working arrangements, and helps to plug this gap by providing employees with the printers they need, automatically delivering supplies when it runs low, and supports IT with remote firmware updates, and cloud-based security management capabilities.

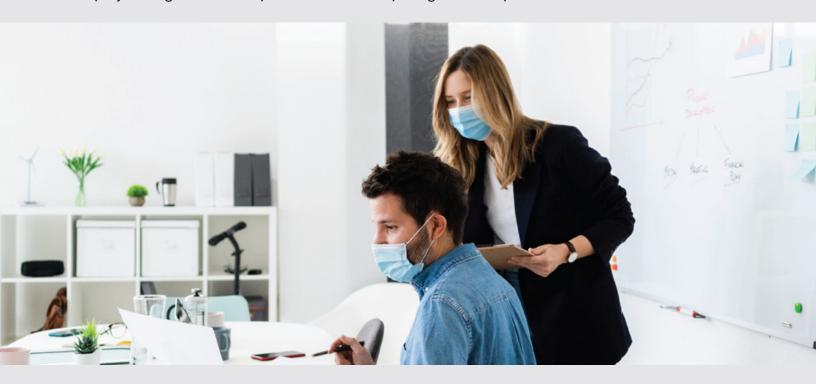## 2. Are all endpoints and connections secured?

Issued in May 2021, the government's executive order on improving the nation's cybersecurity could not be more timely. Hybrid work has made government employees more dependent on technology and their devices than ever.

Even more concerning is the fact that such issues are emerging at a time when IT teams have less control over employees' devices and reduced visibility into the ways they use them. Inadequate endpoint security can jeopardize the deployment of new technologies or applications, especially if employees are using personal devices to work or print.

Reducing the addressable attack surface of every endpoint across your agency is critical to prevent operational disruption and protect your devices, documents, and data. Providing hardware-enforced security, self-healing firmware and threat containment via isolation, HP Wolf Security brings robust, built-in protection to your HP PCs and printers, delivering security you can trust in a borderless workplace.

3. How accessible are printing and scanning for distributed teams?

$7.8 billion projected government spend on cloud computing in 2022, up from $6.8 billion in 2020[6]

There will always be employees who require printing and scanning to carry out their responsibilities. How they go about it, however, is set to change. A memo from the Biden administration states that the government's official operating status remains 'open with maximum telework flexibilities to all current telework eligible employees, pursuant to direction from agency heads.'[4]

It's part of a broader shift aimed at establishing hybrid work for the long-term, and momentum is gathering. Government spending on cloud computing is expected to hit $7.8 billion by 2022, up 14% from $6.8 billion in 2020.[5]

These investments, alongside IT modernization programs, will be instrumental for agencies to ensure the continuity of key operations and public services. Making printing and scanning easily accessible will be an important aspect of such efforts, as it supports collaboration and information flow and enables agencies to deliver connected experiences for employees. Having the infrastructure that enables these tasks, whether remote or on-the-go, will minimize disruption to daily operations.

Printing at a moment's notice outside of home or office won't be as easy as locating the nearest printer, and the value of cloud printing truly shines here. The ability to retain print jobs in cloud-based queues and leveraging scan-to-cloud apps on smartphones (such as HP Secure Print[10]) supports flexibility for your teams, while keeping them ready to print.

4. Are there new opportunities to activate automation?

Legacy and manual processes belong to a time when being in office was the most widely accepted way to work. These processes won't meet today's expectations of efficiency from constituents and staff alike, with the hybrid nature of work and public services accelerating the need for workflow automation. Tasks such as scanning an invoice to be sent to another department used to consist of several steps. However, it's now possible to automate every step by scanning, sending, and saving documents to multiple locations at once. This is achievable with HP Workpath[11], which connects paper-based workflows to the cloud and vice-versa, by integrating with your existing platforms such as Google Drive® or Dropbox®.

Automation is an effective way to improve productivity and give time back to workers, so they can focus on more important things like their well-being or addressing customer needs. These benefits are too good to pass up, and the private sector is taking steps to harness automation. In fact, among executives of companies that moved most of their employees to remote work during the pandemic, 80% said they had increased automation.[9]

5. What are the human behaviors you need to take into account?

Do you know what work is being done by your employees, how they are doing it, and whether there have been efforts to introduce new processes or technologies?

These questions will be key to your digital transformation roadmap because as many as 82% of government employees expect to work from home three days a week or more in the future. Within this new paradigm, printing must not be left out, given its continued role in driving essential workflows and services. Your journey to future-proof the workplace starts with the introduction of workflow strategies based on the needs and wants of employees. HP Value Management Office (VMO) is designed to enable this change.

Providing print consultation, the strategic service helps you explore user behaviors and drive change management through insights gathering, minimization of IT support needs, and fleet optimization for evolving requirements. By taking the guesswork from your print environment, HP VMO helps you focus on decision-making.

Ready to recalibrate your workforce?

Without visibility into the expectations of all stakeholders and where they conflict, it won't take long for strategic initiatives to fall apart. To mitigate such differences, your digital acceleration needs to be informed by the answers to these questions. Once these critical insights have been gathered, you'll be better equipped to optimize workflows and give employees the tools they need to achieve excellence.

Discover how HP Managed Print Services can help future-proof your agency and deliver connected experiences by accelerating digital workflows for hybrid work.

91%

of public service leaders believe their organization is moving to truly virtualized work[7]

while

82%

of government employees expect to work from home three days per week or more in the future[8]

Contact an HP Managed Print Services Representative
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[11] Based on HP review of competitive manufacturer's published app platform specifications as of April 2019. Only HP Workpath offers a combination of app validation upon submission plus automated re-validation of apps. To enable HP Workpath, some devices may require optional accessory or firmware to be upgraded. Subscription may be required.