Building an agile, efficient government

Empowering Cross-Agency Collaboration

This information is for decision-makers in government who:

- Would like to understand how digital transformation leads to better cross-agency collaboration for a more agile, efficient government.

- Recognize the urgency to transform government processes to make it easier to work across agencies, but aren't sure how to start.

Innovating for more effective government services

How can government organizations innovate for more effective services? Is it enough to digitize processes, or does transformation require a cultural shift as well?

The importance and impact of government agency work cannot be overstated. Its effects are felt by nearly every human on the planet. Collaboration between government agencies and departments is increasingly important, whether it's within the administrative office, or across social services, the unemployment department, and the judicial system. Technology has dissolved the boundaries between borders and between people. Government processes and interactions with the public need to keep pace with the increasing expectations of people.

Here we explore how cross-agency collaboration can help governments become more agile and efficient, while addressing the challenges—and how to overcome them.

Building an agile, efficient government

Global governments are facing an unprecedented need for expansion of digital offerings due to the pandemic. The opportunity isn't wholesale transformation today, it's in long-term strategic technology planning, built on today's urgency. The steps governments take today will impact whether they are agile and efficient in ten, fifteen, twenty years. For this to happen, the conversation about digital transformation in government needs to shift from a system-level discussion to an enterprise-wide evaluation.

The challenge

Government services are behind nearly every private sector experience for customer satisfaction.[1]

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The solution

When done well, customer experience transformation can lead to a more than 10-point increase in customer satisfaction. [1]

[1] McKinsey & Company, "Transforming government for the digital age," November 2020.

Here's what an enterprise-wide evaluation might include.

Address culture shift

Embracing digital transformation requires a culture shift. It's not enough to simply move a process from manual to automated. The potential lies in re-thinking the process entirely based on new platforms that make it easier to get things done.

Acknowledge the process

Governing is complicated by a democratic process that moves at its own pace. As a result, there are many factors that can slow government efforts at digital transformation, including budget negotiations, spending cycles, and shifting priorities. This is why it's even more important to plan technology projects with flexibility and extensibility in mind. You might not be able to create exactly what's needed right now, but you can lay the foundation for it.

New South Wales Australia transforms transportation

Transport for NSW moved away from legacy and into the cloud—using Surface Hubs, Office 365, Teams and Telstra Calling for Office 365 to create an innovative, secure workplace for the future. Facilitating communications and collaboration across the whole of Transport for NSW, regardless of the location of employees, is critical to the goal of creating a true end-to-end integrated transport system linking regional, remote, and metro NSW.

Microsoft Teams has allowed us to step out of the legacy systems into a clean and pure cloud system that works out of the box over the internet on any device…we are forever changed in the way that we collaborate."

Richard Host
Group Chief Information Officer
Transport for NSW

Getting started

Building an agile, efficient government is within reach. Taking the first step toward digital transformation enables more powerful cross-agency collaboration, and the urgency to do so has never been greater. Build on today's urgency to lay the foundation for a long-term strategic approach.
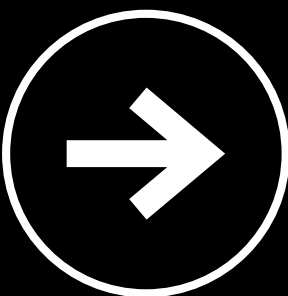
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Learn more about critical infrastructure >

Transform collaboration within and across agencies with Microsoft Teams >

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