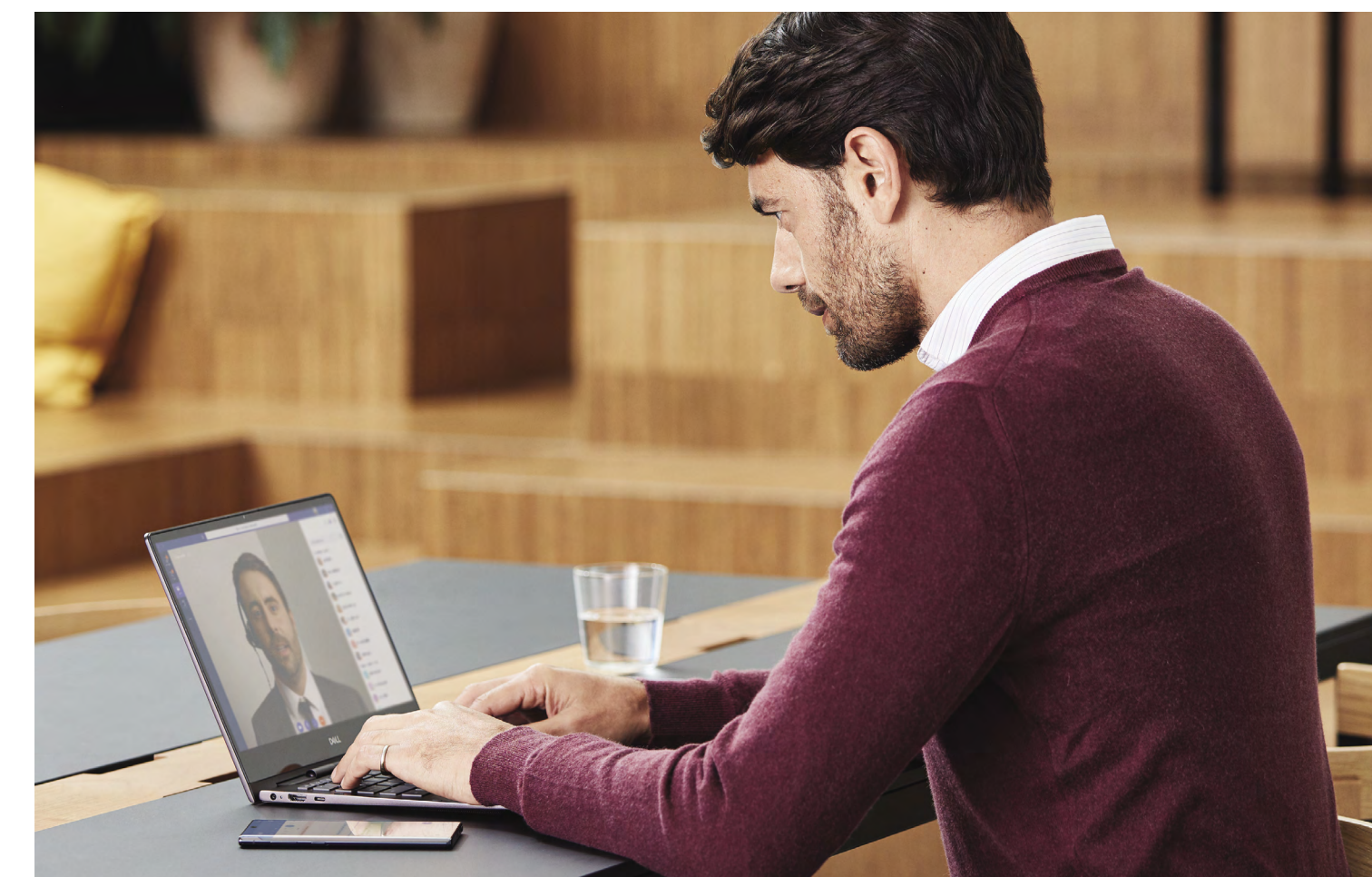Microsoft

Restoring the economy

Empowering Cross-Agency Collaboration

This information is for government decision-makers who:

- Are tasked with overseeing or coordinating economic recovery payments to individuals, businesses, and other entities.

- Recognize the urgency to transform government processes to make it easier to work across agencies for faster economic recovery 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 budget office, or across services like domestic violence support, unemployment benefits, and social services. 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 restore the economy, while addressing the challenges—and how to overcome them.

Restoring the economy

According to the World Economic Forum, with equality and the environment front and center, economic priorities for policymakers should be:

- Long-term resilience
- Education, skills, and care
- Future-ready markets
- Innovation[1]

As governments strive to address these priorities to restore economies shaken by COVID-19, three key areas come into focus:

1. Digitizing government processes so it's easier for people to access the support they need, and easier for government agencies to get visibility across agencies.
2. Executing and delivering economic stimulus packages as quickly as possible.
3. Enabling a predictive government response that's prepared to manage crises and proactively ensuring economic stability and individual wellbeing.

Government support touches many communities, including schools, small businesses, healthcare organizations, the unemployed, property owners and renters, and individuals.

[1] World Economic Forum, December 2020.

Here's how governments might use technology to restore the economy:

Build resiliency by modernizing legacy infrastructure

Legacy systems are quite difficult to scale rapidly, and when they have a failure the fix is often complicated and time-consuming. But these systems can't simply be removed, they need to be phased out. Agencies can build on systems that are working with phased transitions while enabling fast and secure upgrades through the power of the cloud for services that have to be delivered today.

Prioritize data

Data collection, storage, and visibility across agencies is critical for restoring the economy. Governments needs to know what is being done, where, how to meet those most in need, and how to respond proactively. Data collaboration across agencies is the first step in getting this visibility and will also improve response time.

Customer story

The State of Georgia builds foundation for aid disbursement

The State of Georgia wanted to quicky help its residents manage the challenges brought on by COVID-19. In just three weeks, in partnership with KPMG and GrantCare, they launched a new grant management solution built on Microsoft Dynamics 365. The team used Power Bi and PowerApps to customize dashboards, templatize views, and automate processes. With a trusted, secure platform, the State of Georgia is laying the foundation for innovation.
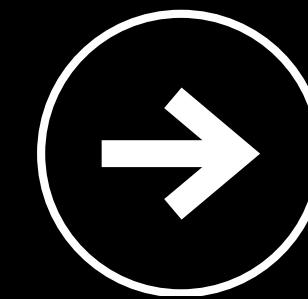
Information used to be very siloed, but by using Dynamics 365, we can track detailed spending across state agencies, local governments, and other participating entities."

Stephanie Beck
Deputy Director of the Office of Planning and Budget
State of Georgia

Getting started

Rebuilding the economy is a shared goal for governments all over the world. Taking the first step toward digital transformation enables more powerful cross-agency collaboration, which can make it easier to take the steps necessary to restore the economy. The urgency to embrace digital transformation has never been greater. Build on today's urgency to lay the foundation for a long-term strategic approach.

Read the full ebook >

Learn more about public finance >

View the "Rebuilding for the future" infographic >

Transform collaboration within and across agencies with Microsoft Teams >

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