

How Government & Industry Are Managing the COVID-19 Response



Introduction

The way government agencies work has dramatically shifted in the last few months as the coronavirus has swept the globe. Some agencies dramatically reduced the number of employees working in their offices. Many agencies with public-facing missions, including the IRS, Social Security Administration and local departments of motor vehicles, have closed their doors to customers because of COVID-19.

To quickly adapt to these changes, we've seen mass adoption of digital tools and services and telework take center stage. But what has been the impact of COVID-19 on government work? How are agencies and industry working together in new, more agile ways to manage this historic shift?

These topics were the focus of discussion at GovLoop's daylong virtual summit, "[Managing the COVID-19 Government Response](#)," which brought together more than 650 online attendees. If you weren't able to make it or need a recap, we've extracted key takeaways and practical advice from our seven sessions.

Contents

At a Glance: What Employees Are Saying About Government's COVID-19 Response **3**

Lessons for Coping With the Present, Preparing for the New Normal **4**

Readying for Resilience Post-COVID-19 **6**

3 Takeaways to Simplify a Complex Telework Environment **8**

It's Time to Rethink Your Strategy for Secure Remote Work **10**

Making Decisions at a New Normal Pace **12**

How Government Can Combat Misinformation in a Crisis **14**

The 3 P's of a Single Source of Truth **16**

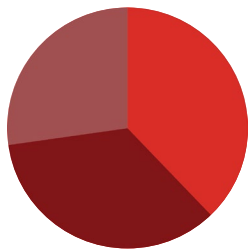
Best Practices: Managing Your Agency's COVID-19 Response **18**



At a Glance:

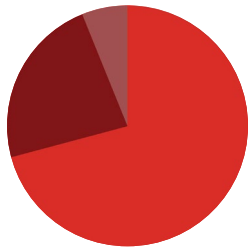
What Employees Are Saying About Government's COVID-19 Response

In March 2020, during the early stages of the coronavirus pandemic, GovLoop surveyed over 600 government employees to learn what kinds of measures agencies had in place to support their workforces, what cultural challenges employees anticipated, and what tools they had to operate in this new normal.



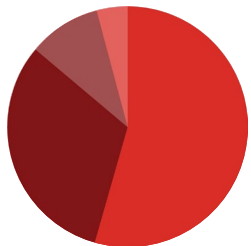
Within the last two years, has your agency tested its remote work policies and procedures?

- 38% Yes
- 35% No
- 27% I don't know



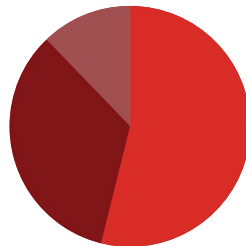
Does your agency provide the tools needed (equipment, connectivity, etc.) to telework effectively?

- 71% Yes
- 23% No
- 6% I don't know



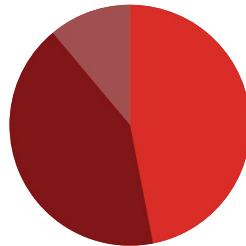
In a fully remote work environment, is your agency able to enforce existing security rules and processes?

- 54% Yes
- 32% I don't know
- 10% No
- 4% Not applicable



Are you confident that your supervisor can manage effectively in a virtual team environment?

- 54% Yes
- 34% Somewhat
- 12% Not at all



Are you confident that your coworkers can work effectively in a virtual team environment?

- 47% Definitely
- 42% Somewhat
- 11% Not at all

We also polled our community weekly to get their sentiments around the virus and government response.

Question 1 - March 16, 2020

Which do you trust the most with handling coronavirus?

State governments - 44%

Local governments - 21%

The federal government - 18%

The private sector - 17%

Question 2 - March 23, 2020

How long do you think the coronavirus pandemic will last?

The rest of summer - 58%

A month - 21%

Over a year - 18%

Two weeks - 3%

Question 3 - April 13, 2020

Which level of government is handling the coronavirus pandemic the best?

State - 43%

Federal - 22%

Local - 17%

Governments outside the U.S. - 18%

Lessons for Coping With the Present, Preparing for the New Normal

A conversation with Angie Smith, HR Expert for Huntsville, Alabama; Kathleen Glow-Morgan, National Transformation Coach Captain at the Veterans Affairs Department; and Angela Sheppard, Diversion Program Manager for the State Attorney's Office, 4th Circuit, Florida

Work and home lives are increasingly woven together during COVID-19, and for public sector employees, the new setup presents a shared struggle. Burnout, weight gain, isolation – all of these are serious side effects of a pandemic that have ravaged the entire U.S. economy and way of life.

The public sector has never seen anything quite like this. Government shutdowns have physically locked employees out of their buildings before, forcing some to go weeks without pay. And natural disasters have displaced employees in the past, often requiring tented field offices and massive operational changes until things could get back to normal.

But with COVID-19, the current situation might be the new normal.

“At this point, it’s hard to know what the future’s going to look like,” said Angie Smith, a human resources expert for the city of Huntsville, Alabama. “I think everybody would agree, it’s going to be different going forward, and we are looking at a new normal.”

Smith’s work life changed in mid-March when Alabama Gov. Kay Ivey issued a stay-at-home order. Smith transitioned to part-time work and increasingly adjusted to working from home in the middle of onboarding employees and implementing a new process.

Her story isn’t unique. Millions of government employees have had to adapt as well, some by converting bedrooms into virtual offices and others by reporting to their jobs with masks and new six-foot distancing requirements.

Smith and two other government employees from the Veterans Affairs Department (VA) and the state of Florida shared their experiences and provided tips on what they’ve learned.



One big challenge in the current environment is that project timelines have been extremely volatile. Smith’s office placed her in charge of implementing a new virtual onboarding system, which had only been in place for a few months prior to COVID-19’s onset, and scaling it up. She had to rapidly transition this system into something that could completely onboard new employees, so they wouldn’t have to interact in person.

For the VA, meanwhile, the new normal meant an all-hands-on-deck approach to providing healthcare to the nation’s veterans and communities.

“All the attention has shifted that way,” said Kathleen Glow-Morgan, National Transformation Coach Captain at VA.

Morgan said that many projects she has worked on were put on hold. Instead, she reprioritizes her most important responsibilities daily, which she keeps track of with a pen-and-paper planner.



In Florida, Angela Sheppard, Diversion Program Manager for the State Attorney's Office, 4th Circuit, is still reporting to the office once a week. But the bigger change for her has been extended teleworking for the first time.

She said that video and audio tech issues, compounded by background noise, have complicated meetings. Other times, it's the small things, such as not being able to see peoples' faces or others logging on without work attire, that make meetings more difficult.

Sheppard said clients have been patient with her and her office, and she tries to return the same courtesy. After all, that's the job of public servants, and many constituents are going through the same challenges "or worse," she said.

All panelists cautioned that concerns about personal well-being are easily put aside in their busyness. With so many demands and an abundance of time at home, 9-to-5 work can easily seep into personal life after hours or on the weekends. People can also get stuck at the screen, forgetting to take a lunch break or step outside.

"Your time is your time to relax, enjoy and get ready for the next day," Sheppard said.

As all government employees continue to learn how to cope with unprecedented situations at work, the three speakers all shared thoughts on how to make the best of the tough times.

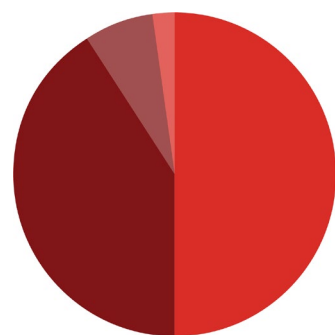
Smith recommended remembering direct points of contact within organizations, so you don't expend that time and energy trying to find the right source of information. Sheppard said to show patience and understanding to customers and coworkers who are going through the same thing. And Glow-Morgan recommended sticking to a schedule – getting up at the same time, dressing for work, taking breaks and going for walks.

"Be kind to yourself during these times," she said.

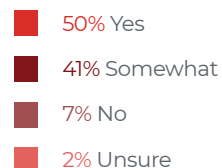


Readying for Resilience Post-COVID-19

A conversation with Jonathan Alboum, Principal Digital Strategist for the Federal Government, ServiceNow



Do you think your organization had the tools to keep employees focused on the mission during the COVID-19 crisis?



The COVID-19 pandemic presents agencies at every level with serious questions: How will they handle similar disruptions going forward? And what has this crisis taught them about how they manage their workflows?

Although every agency may answer differently, the coronavirus outbreak has revealed some common trends. For instance, widespread teleworking has exposed the overdependence many agencies have on manual, in-person processes. Furthermore, COVID-19 has also forced some agencies to reevaluate how they prepare for continuing their operations during major emergencies.

Jonathan Alboum serves as Principal Digital Strategist for the Federal Government at ServiceNow, which provides digital workflow management solutions. He listed three ways agencies can make themselves resilient, digital organizations for years to come.

1. Map the agency

Every agency works differently, and the ones that understand their defining characteristics net mission wins faster. Alboum recommended that agencies use the coronavirus outbreak to reassess their operations and goals. "What capabilities do you have, and what data do you have?" he asked. "Understand your environment and how the work flows and connects."

According to Alboum, agencies should also consider how their changes might impact their citizens and employees. "If we think about things from our citizens' perspective or our employees' perspective, that's really the key to organizational change."

2. Fix failing workflows

The COVID-19 situation has illuminated how many agencies are tethered to manual, in-person processes that don't serve their best interests. All too often, these workflows could become cheaper, more efficient and less time-consuming. Digitizing procedures can provide agencies with all these benefits while making them more flexible.

But digital transformation is easier said than done. Agencies must understand the optimal way to digitize their work, or they won't see returns from doing so. "If you digitize a bad process, you'll just have a digital process that produces bad results faster," Alboum said. "Sometimes, it's not just about having the technology, but making sure people understand how to use the technology effectively."

3. Accelerate agility

According to Alboum, the same source digitizes agencies while making them more resilient – agility. He added that agencies can leverage cloud computing to strengthen their adaptability and endurance during any circumstances. "It's a digital organization, one that can quickly adapt to a changing environment," he said. "The customers that an organization serves don't even feel the change because it's scalable and adjustable."

Alboum cited the challenges caused by COVID-19 when discussing how agencies could operate from now on. For example, he said agencies could quickly and cheaply buy software subscriptions using cloud to enable extended teleworking. As workers return to their offices, Alboum argued they could scale down these subscriptions to save cost, so long as they are tracking these changes with a robust software asset management tool and related capabilities. "As a government, you can withstand anything that comes your way," he said.

ServiceNow delivers a digital experience by connecting every team streamlining every workflow and integrating every system on a single, secure platform. The Now Platform® from ServiceNow is a single system of engagement that gives you full visibility across your organization. To learn more, please visit www.servicenow.com/gov.



Maintain productivity in times of crisis

Your government agency is on a mission to provide a seamless user experience, engage employees, and optimize resources for crisis management.

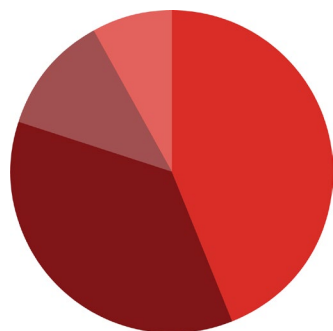
ServiceNow is committed to helping you manage the unique, rapidly evolving challenges presented by the coronavirus pandemic. Our digital workflows simplify complexity, so you can focus on what matters most.

Put technology to work during a crisis with workflow apps and resources to accelerate your response.

Learn more at [**www.servicenow.com/crisisresponse**](https://www.servicenow.com/crisisresponse)

3 Takeaways to Simplify a Complex Telework Environment

A conversation with Brandon Shopp, Vice President of Product Strategy, SolarWinds



What is your top concern in addressing/supporting a large amount of WFH/remote workers?

- 44% Network access/ VPN
- 36% Cybersecurity attacks
- 12% Internal applications
- 8% Other

It isn't easy being responsible for the security of government systems on a day-to-day basis, let alone during a global pandemic.

In response to the sudden influx of teleworkers, IT professionals now have to secure infrastructure, applications and systems in a new and more complex environment. The environment introduces more elements of risk that they must monitor.

Brandon Shopp, Vice President of Product Strategy at SolarWinds, an IT operations management solutions provider, highlighted three key steps for agencies trying to simplify and secure their new remote work environments.

1. Expand visibility

The unprecedentedly large amounts of people working from home has created an additional load on IT infrastructure, especially virtual private networks (VPN). VPN securely connects users back to an agency's enterprise. In many agencies, the IT staff has been overwhelmed with the surge in VPN connections requests.

"It wasn't part of the original plan to have all these people connecting at once," Shopp said. "Some of the key things IT folks are going to look at for a healthy and strong environment are going to shift."

Having visibility is essential for IT staff's ability to closely monitor traditional and new cyber risks. At some organizations, IT personnel have even created their own "COVID-19 dashboards" to track key pieces of infrastructure that are newer to monitor, Shopp said.

2. Empower employees

Technology can be intimidating to use. If employees feel empowered to use their digital tools, they are less likely to click on malicious emails and more likely to navigate basic troubleshooting inquiries themselves. This, in turn, could lighten the burden on the already overwhelmed IT help desks.

"We need to make sure we're optimizing the team's time so that the agency remains operational," Shopp said.

IT staff can empower their colleagues in a number of ways, such as documenting best practices or compiling frequently asked questions. You can even hold IT office hours, an hour every day, for example, so people can ask questions and interact with staff over video conferencing.

3. Revisit continuity plans and IT priorities

The pandemic has forced agencies to adapt to new and unique circumstances. But even after the pandemic passes, agencies should still consider how continuity plans and IT priorities might need to be adjusted.

"Organizations will have to say, 'What do we want our organization to look like going forward? Do we need to revisit some of the projects we were working on before? And say, God forbid, in the next pandemic, how do we know we're better prepared for that?'" Shopp said.

Shopp expects agencies will have to ask themselves new questions that the pandemic raises when it comes to technology modernization and the role of IT.

"IT professionals are going to have to look at their IT roadmap and make it align in the post-COVID-19 world," Shopp said.

SolarWinds is a leading provider of powerful, affordable IT management software. Our products give governments the power to monitor and manage their IT environments. Learn more at www.solarwinds.com/solutions.

Remote everything.

We've got you covered.

Powerful, easy-to-use remote monitoring software and tools from
solarwinds.com/solutions/secure-remote-access



ACCESS RIGHTS
MANAGEMENT



ACCOUNT
TAKEOVER
PREVENTION



SECURITY
INFORMATION &
EVENT MANAGEMENT



PATCH
MANAGEMENT



CONFIGURATION
MANAGEMENT



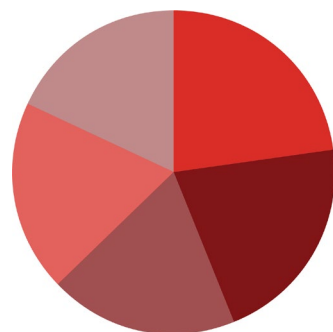
MANAGED FILE
TRANSFER



REMOTE
CONTROL

It's Time to Rethink Your Strategy for Secure Remote Work

A conversation with Marcus Moffett, Senior Director of System Engineering and Architectures & CTO, U.S. Public Sector, Cisco Systems, Inc



What is your most significant challenge to remote work?

- 23% Technology
- 21% Other
- 19% Personal responsibilities
- 19% Working from home
- 18% Lack of dedicated work space

What's true for the millions of government employees working during the COVID-19 pandemic is that this "new normal" is uncharted territory for everyone. Even if your agency had tested its business continuity plans, it's safe to assume that those plans have not been tested to mirror what we are facing now.

"The things we saw initially were very reactive responses to how do you get this done and how do you get it done overnight," said Marcus Moffett, Senior Director of System Engineering and Architectures & CTO, U.S. Public Sector at Cisco Systems, Inc. From a tech perspective, agencies were rapidly looking to provide secure and adequate access to VPNs, elevate Domain Name System (DNS) security to ensure teleworkers safely access websites, and to defend against malware.

Moffett highlighted the importance of considering the tech and non-tech issues that might hinder secure and seamless collaboration in a remote environment. He offered these tips to keep in mind when evaluating the elements of your work-from-home strategy.

1. Have a zero-trust mentality

We've all heard the saying, "trust but verify." But in this new age of zero trust security, the mindset is "never trust and always verify," Moffett said. So, what does that mean

exactly? From a user perspective, that means you'll see more security checks in place as you move virtually around your agency's network. For example, once you log in through a VPN connection, you'll have to validate who you are before accessing different applications. The goal is to ensure employees are only accessing what they need to do their jobs. Having these security checks in place is what enables this mass transition to secure remote work.

2. Embrace digitization

Over the years, the need to shift from paper-based, in-office operations to digital, remote work has gradually elevated IT professionals from the basement to the boardroom, Moffett said. And we see that reality firsthand during this pandemic. He urged agencies not to let this opportunity for needed change pass them by. Now is the time to analyze, adapt, plan and re-test business continuity plans to ensure mission effectiveness. Can employees access the digital tools and resources they need? Can the public take care of essential business online?

3. Remember, it's about more than just tech

When asked about their most significant challenge to remote work, virtual summit attendees shared a mixed bag of responses, from technology (24%) to working from home (21%) to personal responsibilities (17%). Tech is only part of the equation. The ultimate focus should be on using collaboration and other online tools to help people feel more connected and less isolated. Agencies should use technology to provide that watercooler feeling of a casual conversation, even though employees aren't physically together, and to reach out and let people know they care.

At Cisco, we're helping government stay connected and secure through proven solutions for remote working, networks, data centers, and security. Learn more at www.cisco.com/go/covid19.



Supporting continuity of government during the transition to remote working

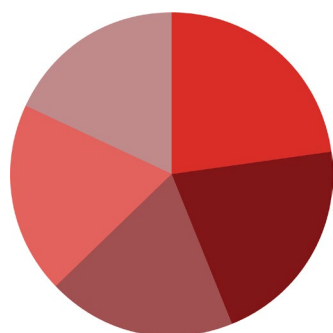


LEARN MORE

cisco.com/go/covid19

Making Decisions at a New Normal Pace

A conversation with Sandy Carter, Vice President of Public Sector Partners and Programs, Amazon Web Services



Where are you seeing the biggest challenge in managing citizen inquiries / keeping citizens informed?

- 28% Organizing/managing data
- 18% Inbound calls
- 18% Online/website
- 18% Mass communication to communities
- 18% Other

When it comes to using and deploying technology to respond to the coronavirus, time is of the essence.

"It's not just about if you can do it, but how fast can you do it? You just can't wait," said Sandy Carter, Vice President of Public Sector Partners and Programs at Amazon Web Services (AWS).

Cloud computing is one of the technologies that has equipped agencies to respond as quickly as possible to the COVID-19 virus. It scales operations, secures data and distributes data. In this way, agencies and even researchers around the world can help flatten the curve and deliver services to those in need.

1. Scaling

Cloud computing can scale operations quickly. Many agencies, especially on the state and local levels where constituents are directly contacting their governments for information and aid, have had no choice but to move to the cloud because it is the only way to scale operations up rapidly. Government agencies have experienced a massive influx of inbound calls, many looking for help with unemployment claims.

The Kansas Department of Labor, for example, once received 877,000 calls in one day. "That's more than what they would receive in an entire month," Carter noted.

"We assisted them by expanding call capacity and the automatic triage of calls," Carter said. Routine requests were directed to automated services, which freed representatives to handle more complex matters. With the help of cloud technology, the agency was able to handle the exponential increase of calls to get services to people in need.

2. Securing networks

With the rise in cyberthreats, ransomware and phishing, many organizations have migrated to the cloud to strengthen their cybersecurity.

"One of the primary reasons agencies move to the cloud is to enhance security," Carter said. "We say security is priority zero, meaning nothing is more important."

Services that are FedRAMP-approved — which means it has the government seal of approval in security assessment and authorization — allow agencies to inherit security for any workload they host on the service. The Treasury Department, for example, has deployed this kind of cloud service to secure its valuable data and networks and keep cyberthreats at bay.

3. Sharing data

"Data is the new soil, not the new oil — because everything grows from data," Carter said. "Leveraging data is what is helping us flatten the curve."

For example, data that tracks where the next surge may occur helps responders take the best course of action speedily.

The COVID-19 Open Research Dataset is one cloud-powered tool helping researchers around the world. The dataset hosts 47,000 papers and research material on the coronavirus. Researchers can quickly and easily find relevant documents through natural language processing, which is a type of artificial intelligence that analyzes, deciphers and functions on how we naturally speak.

"It's that kind of access to data that enables you to move quickly," Carter said. "We need to make decisions at a new normal pace. We need to get data into everybody's hands."

Amazon Web Services - the world's most comprehensive and broadly adopted cloud platform, offers over 125 fully featured services: compute, storage, databases, networking, analytics, machine learning and AI. Customers around the world, including government agencies, trust AWS to power their infrastructure, increase agility, and lower costs. Learn more at www.aws.amazon.com/government-education/

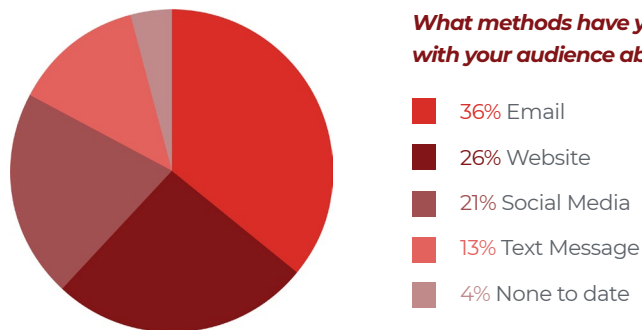
FREEDOM TO INNOVATE

Governments around the world trust the cloud with the most functionality, innovation, and experience.

aws is how

How Government Can Combat Misinformation in a Crisis

A conversation with John Duckwitz, Director of Customer Success, Granicus



When social media exploded recently with reports about swans and dolphins returning to Venice canals and elephants moseying around Yunnan, China, it seemed to provide the feel-good relief that we needed amid devastating news about the coronavirus.

We wanted to believe it. We needed to believe it. But it wasn't true.

In fact, National Geographic did an entire writeup about fake animal news going viral amid the COVID-19 pandemic. No big deal, right? Actually, quite the opposite.

"False information across any medium can be designed to make you feel good, to reinforce your beliefs, but may still, in fact, be false information," said John Duckwitz, Director of Customer Success at Granicus. Granicus specializes in empowering modern digital government through a platform of cloud-based communications and tools.

The team has been at the forefront of assisting federal, state and local government agencies that need to cut through the noise and deliver accurate and timely information about COVID-19 to millions of people. Governments are seeing huge surges in email and website traffic, and audiences are engaging with the content.

But with so much misinformation floating around, how can agencies position themselves as the source of truth? Duckwitz shared three steps agencies can take now.

1. Make information easily accessible

Think about who your audience is and what they need, especially during this time. Are you elevating the voice of public health officials? Are you providing links to credible websites

and sources of information on your platforms? In the case of COVID-19, have you considered the placement of timely and relevant information that visitors can easily access on your website?

2. Use every available channel

How might you use email, social media, text messages and your website to communicate factual information with your audience? Every day, people are bombarded with false information, ranging from unproven home remedies to cure COVID-19 to bogus claims and conspiracy theories about the virus. The key is ensuring that you are maximizing opportunities to get trusted information into the hands of your audience and to ensure that messaging is consistent across all channels.

3. Speak directly to your audience on the platforms that they trust

When using various mediums, think through which is the most appropriate avenue for the message that you want to communicate. For example, email and text messaging are effective tools for communicating one-on-one to combat misinformation. Also, be mindful of your tone. You want to reduce panic and keep people safe, and messaging matters.

So, where do governments go from here?

If you are a government communicator, focus on relationship building with your audience. Don't let all of your subscribers and new relationships go cold, Duckwitz said. Find ways to connect and personalize future messaging, whether that's by asking for a user's first name, ZIP code or another identifier.

Don't forget to highlight additional offerings, based on preferences that people signed up to receive. You won't be sending COVID-19 email blasts forever, so consider how communications will evolve as the situation normalizes.

Granicus connects governments with the people they serve by providing comprehensive cloud-based solutions for communications, government website design, meeting and agenda management, records management, and digital services. Learn more at www.granicus.com.

“Granicus’ platform delivered over **560,000 EMAILS TO NEW YORK RESIDENTS**, and played a part in the successful recruiting of **40,000 [MEDICAL] VOLUNTEERS** in just a few days.”

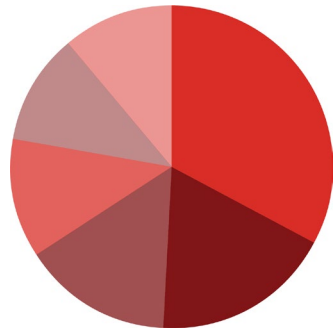
THE WALL STREET JOURNAL.

Prepare for Unprecedented

Granicus is ready with proven tech that governments trust.
To learn more visit granicus.com/covid-19-solution-center/.

The 3 P's of a Single Source of Truth

A conversation with Nicholas Speece, Chief Federal Technologist, Snowflake



What is your agency's biggest hurdle to working from a single source of data?

- 33% All of the below
- 18% Siloed systems
- 15% Legacy systems
- 12% Untrained workforce
- 11% Tools and resources
- 11% None of the above

Now is the height of the misinformation age, which is especially dangerous when we need the truth all the more during the COVID-19 pandemic.

But in the face of fear-mongering “talking heads” on TV networks, data stands absolute, said Nicholas Speece, Chief Federal Technologist for Snowflake, which specializes in cloud data services platforms. Conveyed from an indisputable single source of truth, data-based facts are why the public overwhelmingly trusts Dr. Anthony Fauci, the leading federal immunologist, despite caustic political division, Speece said.

“It keeps us focused,” he added. “It keeps us unified. That’s the power of data. That’s the power of truth.”

Current data efforts such as the COVID-19 Policy Alliance have been guided by leaders in the research and health care fields, including John Hopkins and MIT. Snowflake has compiled data from John Hopkins and other sources to create a nationwide dataset of COVID-19 cases, serving as a reliable nationwide source for information.

Agencies need the same source of verifiable, dependable truth during calmer times too. Speece said that to construct a single source of truth, agencies need to build on a foundation of people, policy and pipes.

1. People

Though technology often creates silos, another common silo exists in the minds of employees. HR departments and financial teams may not think to share information, for example, although it could be mutually beneficial in examining the cost and value of onboarding programs.

Speece said a silver lining of COVID-19 is that it's engendered more teamwork. “There's been a lot of folks cooperating and collaborating who wouldn't have, or maybe couldn't have, before,” Speece said.

2. Policy

Recent federal, state and local initiatives have targeted more data collaboration. Finding opportunities where data could work for multiple agencies was a central focus of the Federal Data Strategy, as well as data strategies for individual agencies. States likewise have come together to form a State Chief Data Officers Network.

Speece mentioned the concept of a shared Most Wanted list spanning the Justice Department, Homeland Security Department and FBI to unify and coordinate their efforts. These sorts of undertakings largely haven't come together yet in government.

To achieve such a single source of truth, data can't be wasted, and department heads must communicate.

3. Pipes

Following up on policy, agencies need to put the pipelines in place to establish a single source of truth for collaboration.

“That type of scale is not going to sit in a data center. It's not going to sit in one agency,” Speece said.

Cloud-based platforms are a possible solution. Often, they're cheaper than data centers because of on-demand services and limited upkeep. Speece said that in the past, too much data “hit the floor” simply because agencies lacked the space.

Now, agencies have room for all their data, and greater availability creates greater opportunities for collaboration, innovation and a single source of truth.

“Data is a raw material. We want to save as much data as we possibly can,” Speece said. “Information is the refined product.”

Snowflake Cloud Data Platform shatters the barriers that prevent organizations from unleashing the true value from their data. Snowflake equips agencies with a single, integrated platform that offers the only data warehouse built for any cloud; instant, secure, and governed access to their entire network of data. Learn more at www.snowflake.com/federal.



CLOUD DATA PLATFORM

A single source of truth for data analysts,
scientists, and those on the front lines of
the challenges facing our country today.

www.snowflake.com/federal

Best Practices:

Managing Your Agency's COVID-19 Response



1. Be patient with others and yourself during this crisis, being sure to lend the benefit of the doubt to coworkers and not feeling the need to fix everything at one time.

2. If you digitize a bad process, you'll have a digital process that produces bad results faster.

3. Empower employees to be confident in using digital tools because technology can be intimidating.

4. Consider the tech and non-tech issues that might hinder secure and seamless collaboration in a remote environment.

5. Deploy solutions that can scale operations rapidly, secure workloads thoroughly and share data widely.

6. Ensure that you are maximizing opportunities to get trusted information into the hands of your audience and provide consistent messaging across all channels.

7. To construct a single source of data truth, agencies need to **build on a foundation of people, policy and pipes.**



The ServiceNow logo, featuring the word "servicenow" in a lowercase, sans-serif font with a small trademark symbol.The SolarWinds logo, featuring the word "solarwinds" in a lowercase, sans-serif font, followed by a stylized graphic of three curved lines representing wind or a flame.The Cisco logo, featuring a stylized bridge icon above the word "CISCO" in a bold, uppercase, sans-serif font.The AWS logo, featuring the word "aws" in a lowercase, sans-serif font, with a stylized arrow graphic pointing upwards and to the right.The Granicus logo, featuring a stylized "G" icon followed by the word "GRANICUS" in a bold, uppercase, sans-serif font.The Snowflake logo, featuring a stylized snowflake icon followed by the word "snowflake" in a lowercase, sans-serif font, with a registered trademark symbol.

Thank you to ServiceNow, SolarWinds, Cisco, AWS, Granicus and Snowflake for their support of this valuable resource for public sector professionals.



About GovLoop

GovLoop's mission is to inspire public sector professionals by serving as the knowledge network for government. GovLoop connects more than 300,000 members, fostering cross-government collaboration, solving common problems and advancing government careers. GovLoop is headquartered in Washington, D.C., with a team of dedicated professionals who share a commitment to the public sector.

For more information about this report, please reach out to info@govloop.com.

govloop.com | [@govloop](https://twitter.com/govloop)