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cloud can help government
prepare its workforce for a
changeable future.

The Future of Work: Empowered by the Cloud

How has the pandemic changed the work of government and what will those changes mean for the government workforce?

The COVID-19 pandemic changed the public sector from a largely office-based workforce to one where many employees will work remotely. Remote work has also changed views about how work can be done and how people interact with each other. Government leaders now see that maintaining high productivity does not require everyone to be in the office. The pandemic — and the need to work from home — demonstrated how cloud technologies and remote work can enable employees to be more effective and efficient.

Moving forward, governments will use the cloud to create a stable and scalable infrastructure that supports communications, interaction and workflows online. Then governments will need to empower workers with the knowledge and skills to leverage cloud tools in the most effective way.

How can the cloud help governments support a fully remote or hybrid workforce?

The cloud enables the secure and scalable environment that supports a virtual desktop solution for remote workers. This solution gives employees access to all the applications

and data they need, using low-cost devices, and simplifies IT management and security. Hosting applications and data in the cloud also maintains high compliance with a government's security requirements.

What areas of cloud technology will offer new job opportunities? How can governments train their employees to fill those roles?

Moving to the cloud preserves current IT job roles while expanding the need for talent in mobile application development, cybersecurity and infrastructure design. To fill these roles, government can partner with education institutions and cloud providers to develop training for current employees as well as new hires who are just beginning their careers. For example, partnerships in several states now provide instructor resources and curricula for higher education institutions and high schools, creating a pipeline of cloud and cybersecurity specialists.

How will future technology innovation help government streamline operational tasks and improve citizen services?

Governments can apply technologies such as artificial intelligence, machine learning and predictive analytics in a purposeful way to

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enhance workflows and decision-making. The cloud supports these technologies with a central data lake and analytics solution that bring in data from silos across multiple programs or agencies. Using these cloud resources, employees can become more effective and efficient in how they do their work, make decisions and interact with the public.

What is a key strategy for a government to develop its future workforce?

Government cannot do it alone. There needs to be a partnership of government, education institutions and technology companies to identify new job requirements, then develop the training and resources that will advance the government workforce now and into the future.



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