

COVID-19 CRISIS ASSESSMENT & FUTURE PLAN

IMPROVING YOUR AGENCY'S FLEXIBILITY AND SPEED

Outline based on Deloitte Insights and GovQA customer outreach

"It's an unprecedented time for governments", notes Deloitte in the **executive summary** of **a recent article**. "The rapid spread of the virus is challenging governments in ways normally reserved for war, depressions, or natural disasters."

We are now approximately 5 months into the Covid-19 pandemic crisis response across the U.S. What can government agencies like yours do to keep citizens informed and offer guidance and leadership as you move through all three stages of crisis response: Response, Recovery, and Thrive? How can your agency come out stronger on the other side?

This document was created to help agencies identify where they are in the three stages, rate their response or plans for each stage, and work through plans for future crises. Read the summaries and answer the questions in a working file you can share with your team.



LET'S GET STARTED:**RESPONSE** *(phase expected to last 4-6 months from onset of crisis)*

The Covid-19 crisis differed from most disasters in 3 important ways. It unfolded over an extended period of time. Every region was affected; making it difficult to shift resources from unaffected areas. And there was a high degree of uncertainty regarding the timing, spread, and ultimate effects.

1

How would you rate your agency's response to the Covid-19 crisis on the following metrics so far? For each item, list the specific actions taken by your agency.

- Acted quickly to promote safety and continuity: _____

- Shutdowns? _____

- Prep for demand surge of essential services? _____

- Bypassing of typical procedures? _____

- Used communication to inform and build trust? _____

- Enforcement of executive orders and mandates? _____

- Accelerated use of digital tools? _____

- Utilized remote work? _____

- Collected critical data for immediate and future decision-making? _____

2

What could have been done better? _____

How GovQA Could Have Helped:

- ✓ GovQA allows you to securely complete public records requests from anywhere you have an internet connection - so you can avoid creating a backlog during shutdowns (included feature)
- ✓ Deflection Technologies & Trending Topics: Reduce request volume by redirecting requesters to previously published information and records (included feature)
- ✓ Duplicate Request Flagging to link similar requests and work them together (included feature)
- ✓ Add checkbox to flag Covid-19 requests for easier reporting (free service for customers)
- ✓ Add Covid-19 report based on key metrics (free service for customers)
- ✓ Add banner, alert, or detailed messaging to public portal outlining deadline extensions, office closures, and other temporary measures (free service for customers)
- ✓ Add special response templates with emergency language (free service for customers)
- ✓ Integrate with Open Data Portal to enhance transparency and improve public relations (reduce complaints and litigation with this add-on service)
- ✓ Learn what other agencies are experiencing during the crisis and what is working for them (free service)
- ✓ Procurement assistance/federal funding analysis to help acquire GovQA or add GovQA solutions to your platform (free service)
- ✓ Teleworking tips and support (free service)

- ✔ Take our “Process Evaluation” Quiz to assess your agency’s current public records technology (free service)

Also see: <https://govqa.com/coronavirus-we-are-here-to-help/>

RECOVER (phase expected to last 10-18 months)

In addition to agencies’ legacy missions, many face additional challenges during the crisis. Some nonessential functions were shut down and now face huge backlogs. Other functions continued in a modified form and now must be converted back or permanently adjusted. Some agencies were overwhelmed due to dramatic surges and are fatigued.

1 How would you rate your agency’s planning and actions to restore normalcy and emerge stronger so far? List your initiatives and rate the success of each:

- Scenario planning? _____

- Review of risks and benefits of temporarily relaxed regulations for permanent reform?

- Leveraging data to support decision making? _____

- Using the power of networked government for better integration of processes and data?

- Improving communication channels outside your agency to businesses, citizens, the media

and other agencies? _____

- Fraud prevention and improved cybersecurity hygiene? _____
- Evaluating supply chain vulnerability? _____
- Optimizing remote work? _____

2 What plans do you have to address backlogs due to pent-up demand or records inaccessibility?

How GovQA can help:

- ROI calculator and 1-on-1 cost analysis spreadsheet discussion to make business case for purchasing GovQA or adding GovQA solutions to your platform to reduce Covid-19 related spikes and backlogs (free service)
- Add GovQA solutions to address new challenges introduced by the crisis: Complaints, Subpoenas, Discovery, Claims, Exchange Request for external collaboration (add-on services)

THRIVE *(Your future is here)*

One reasonable expectation is that governments will use digital tools more often and in more comprehensive ways. Cloud Technologies will become integral to government business and the way it interacts with the public...making governments less dependent on physical locations and more resilient to any future crisis.

1. List the program and policy changes you are recommending as long-term enhancements to solve the problems unveiled during response and recovery phases:

- Flexibility/Agility: _____

- Speed (allow for 2-gear government: shutdown + surge): _____

- Communication: _____

- Safety: _____

- Data analytics for predicting trends and identifying events at the earliest possible stage:

- Cybersecurity: _____

- Long term improvement to digital services to remedy infrastructure gaps exposed during response and recovery (minimize paper and physical storage, improve teleworking capabilities):

If GovQA can be part of your solution, contact us for a demo today: <https://govqa.com/request-demo/>