



## Understanding the impact of COVID-19 Civil Government

Government and public services organisations operate within a central mandate of protecting citizens and providing services to enhance daily life. As such, governments are a central responder, decision maker, and service provider within disease outbreaks and health emergencies. Within the rapidly evolving situation of COVID-19, governments are taking a central role and will continue to do so throughout the outbreak lifecycle across the public sectors.

### Potential long-term impact across Civil Government (relevant for all GPS Sectors)

Organisations at all levels of government can expect a number of potential impacts including:

- Increased demand for services, with rising citizen expectations around delivery of virtual services; longer term, continued move towards digital to enable government service of the future
- Workforce planning and the need to test the resilience of working virtually (e.g., protection of citizen data); longer term potential for fundamentally reshaping the government workforce
- Disrupted sectors looking to government to provide adaptive and dynamic regulatory models; longer term opportunity to fundamentally reinvent future of regulation

### Key questions government executives should be asking

- How do we safeguard workers, including surge staffing (e.g., support across health and emergency response functions) and in virtual environments?
- How do we test the resilience of supply chains across an ecosystem of providers?
- How do we provide critical services to citizens in current high-peaks as well as sustainably prepare for longer term period of continued high demand?

### Practical next steps

Civil Government leaders will be defined by what they do along the three dimensions to managing a crisis: respond, recover, and thrive. Some key next steps include:

- Implementation of robust crisis management programs including scenario planning and oversight of emergency funding
- Integrated operations models to keep agencies running efficiently and sustainably
- Use of data and analytics to improve situational awareness for real-time decision-making

For additional steps that organisations should consider taking, visit [www.deloitte.com/covid19-resilient-leadership](http://www.deloitte.com/covid19-resilient-leadership)

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