

# How has COVID-19 Changed the Way the Government Does its Work?

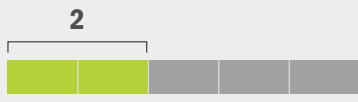
There's no going back as agencies anticipate a future with much greater use of IT to serve the public



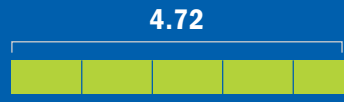
Follow the journey of how we got here and the data driving what's next.

Employees went from most days working in an office building to working at home.

Teleworking Days Per Week



VS.



39% Rarely Teleworked Before COVID-19

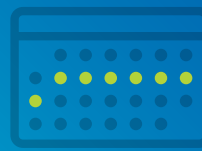


VS.



1% Rarely Telework Now

And Public Health Agencies respondents are working remotely **more than 5 days a week**



The shift from physical to virtual locations did not faze the federal workforce.

Personnel remained committed to the mission

84%

are more or just as productive

Of those, 56% are somewhat and a lot more productive

- 32% somewhat
- 24% a lot more

## Critical concerns to address linger.

80%

Preventing transmission in federal facilities for those who cannot telework

77%

Preventing transmission in federal facilities as people are brought back into the workplace

77%

Managing federal IT systems to maximize telework

75%

Detecting fraud, waste and abuse

74%

Protecting government systems from cyberattacks

72%

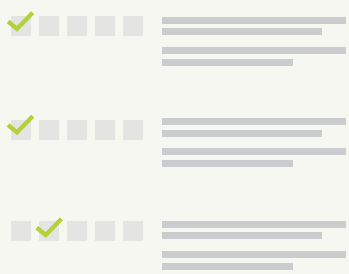
Ensuring taxpayer funds are used efficiently and effectively

## Agencies are on the right path to success

Nearly three-quarters grade their agencies "A" or "B" for their pandemic response.

Pandemic Response

A B C D F



Remote Work is **Here To Stay.**  
70% expect to telework 3-4 days a week in the future

Read *The Government Response to COVID-19* for more insight and recommendations on how to harness the future of telework.

[Learn More](#)

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This data represents findings from a **Market Connections** survey of 300 C-level federal government decision makers from August to September 2020.

