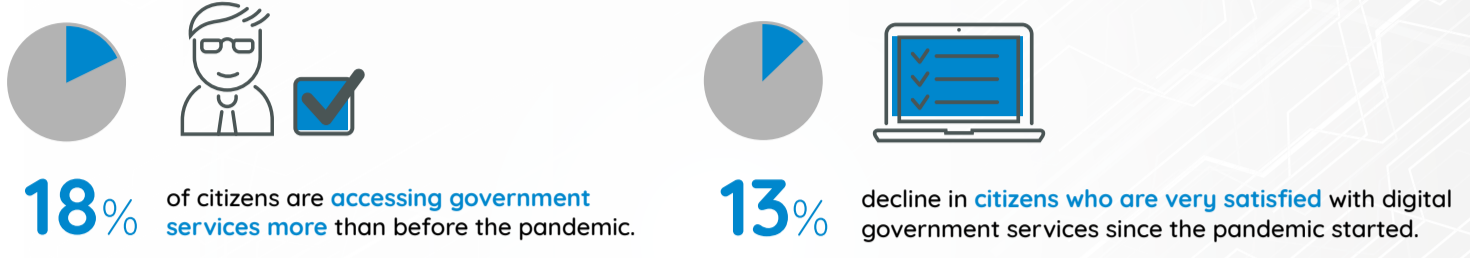


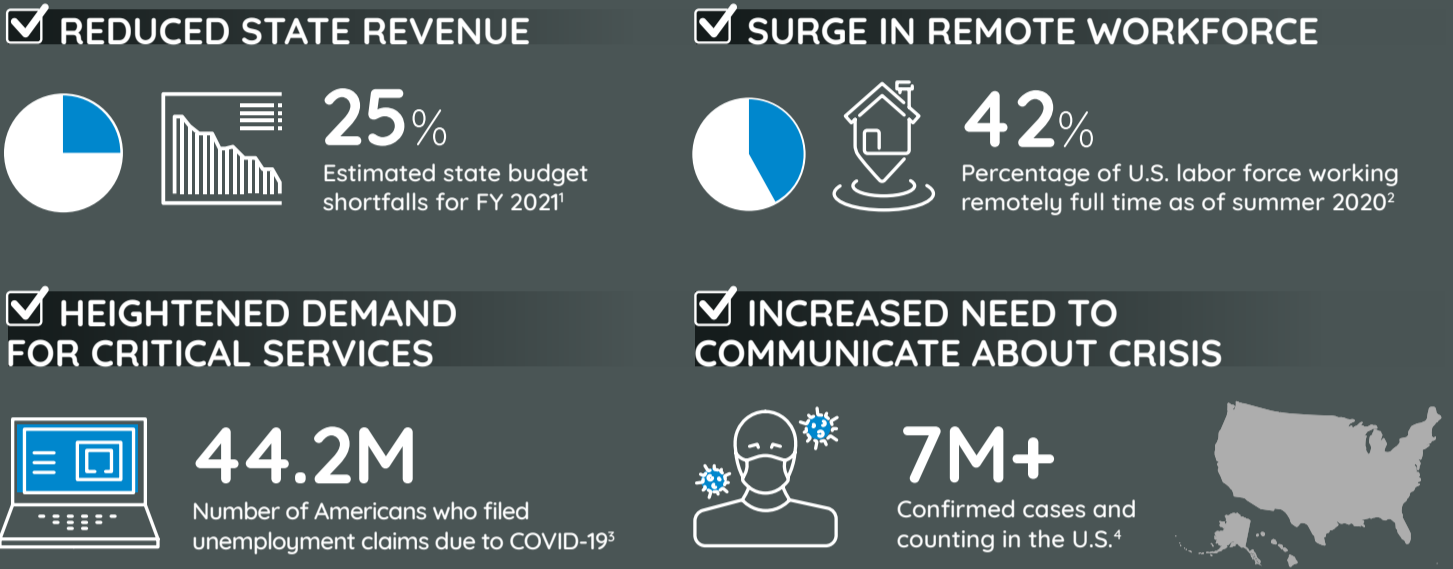
# Addressing Citizen Expectations: 5 Considerations for Modern Government Services

The Center for Digital Government surveyed 2,000 citizens before the pandemic hit and again in August 2020 to compare how their expectations for and interactions with digital government services have shifted.

## Demand Increasing, Satisfaction Decreasing



## COVID Created Challenges for Governments

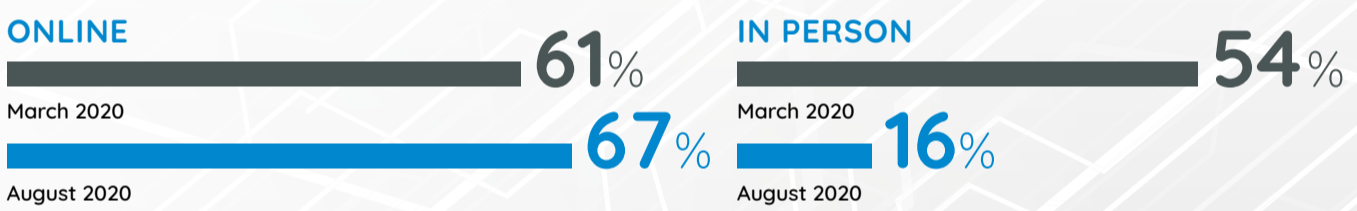


The pandemic presents an opportunity for governments to move forward with digital transformation efforts and modernize their services; the stakes are high to create benefits for citizens and agencies alike.

## Digital Government Service Considerations

### 1 DIGITAL GOVERNMENT SERVICES ARE THE PREFERENCE — AND THAT TREND IS LIKELY TO BE PERMANENT.

How do you prefer to access government services?

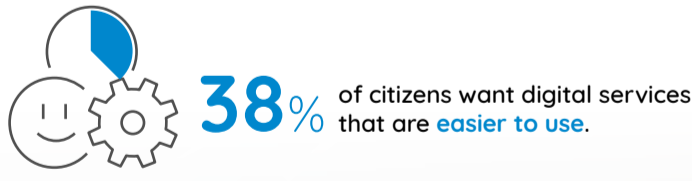
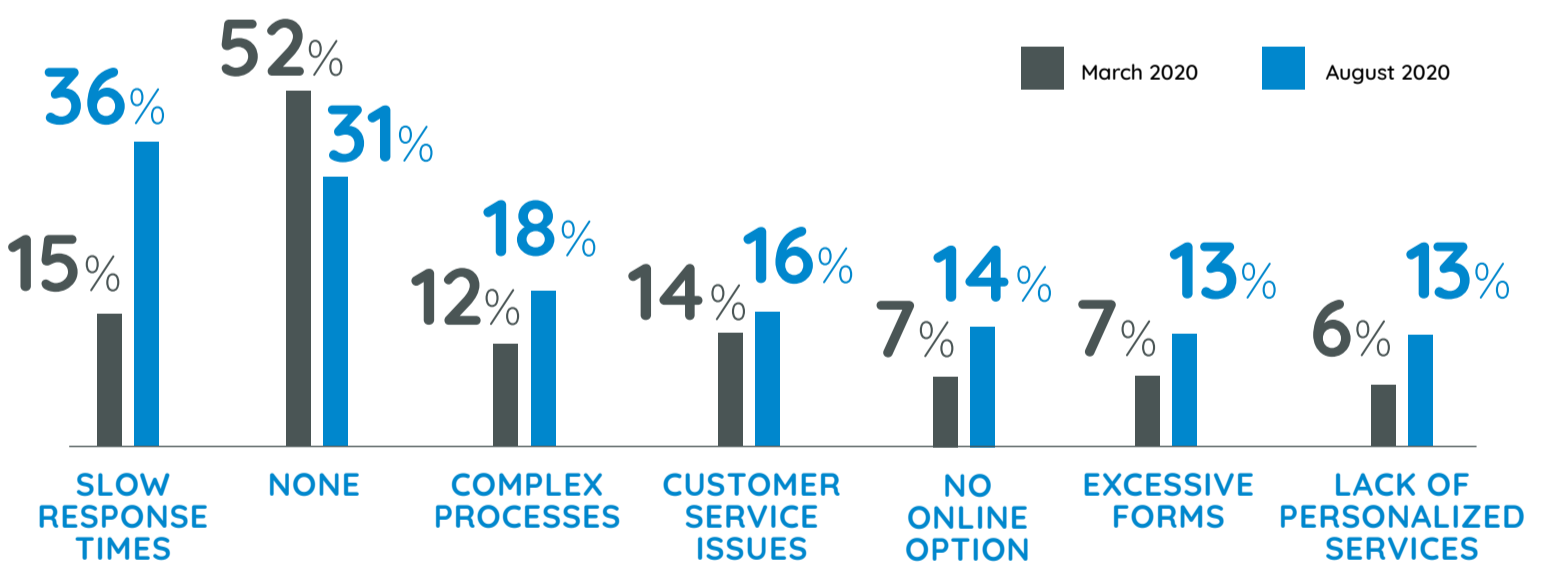


### 2 MULTI-CHANNEL COMMUNICATIONS WILL GROW IN IMPORTANCE IN A MORE DIGITAL ENVIRONMENT.

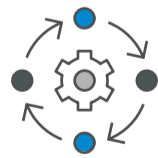


### 3 GOVERNMENTS WILL NEED TO RE-ENGINEER THEIR PROCESSES TO IMPROVE THE EXPERIENCE FOR CITIZENS AND EMPLOYEES.

Citizens are having more issues with digital government services than before the pandemic.



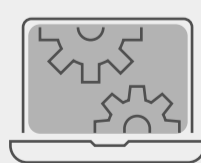
### 4 CITIZENS SUPPORT GOVERNMENT INNOVATION.



**60%** approve of **government experimenting** with digital technologies.

### 5 DATA SECURITY WILL BE EVEN MORE CRITICAL.

**70%** of citizens say **data security is very important.**



When asked what governments can do to improve digital services, **PROTECTING CITIZEN DATA WAS THE NO.1 RESPONSE IN BOTH SURVEYS.**

To learn how Xerox can help modernize processes, reduce costs and better serve citizens through digital transformation, visit: [www.xerox.com/digitalcitizen](http://www.xerox.com/digitalcitizen)

1. <https://www.cbpp.org/research/state-budget-and-tax/states-grappling-with-hit-to-tax-collections>  
 2. <https://news.stanford.edu/2020/06/29/snapshot-new-working-home-economy/>  
 3. <https://fortune.com/2020/06/11/us-unemployment-rate-numbers-claims-this-week-total-job-losses-june-11-2020-benefits-claims/>  
 4. As of Aug 2020. <https://coronavirus.jhu.edu/map.html>.