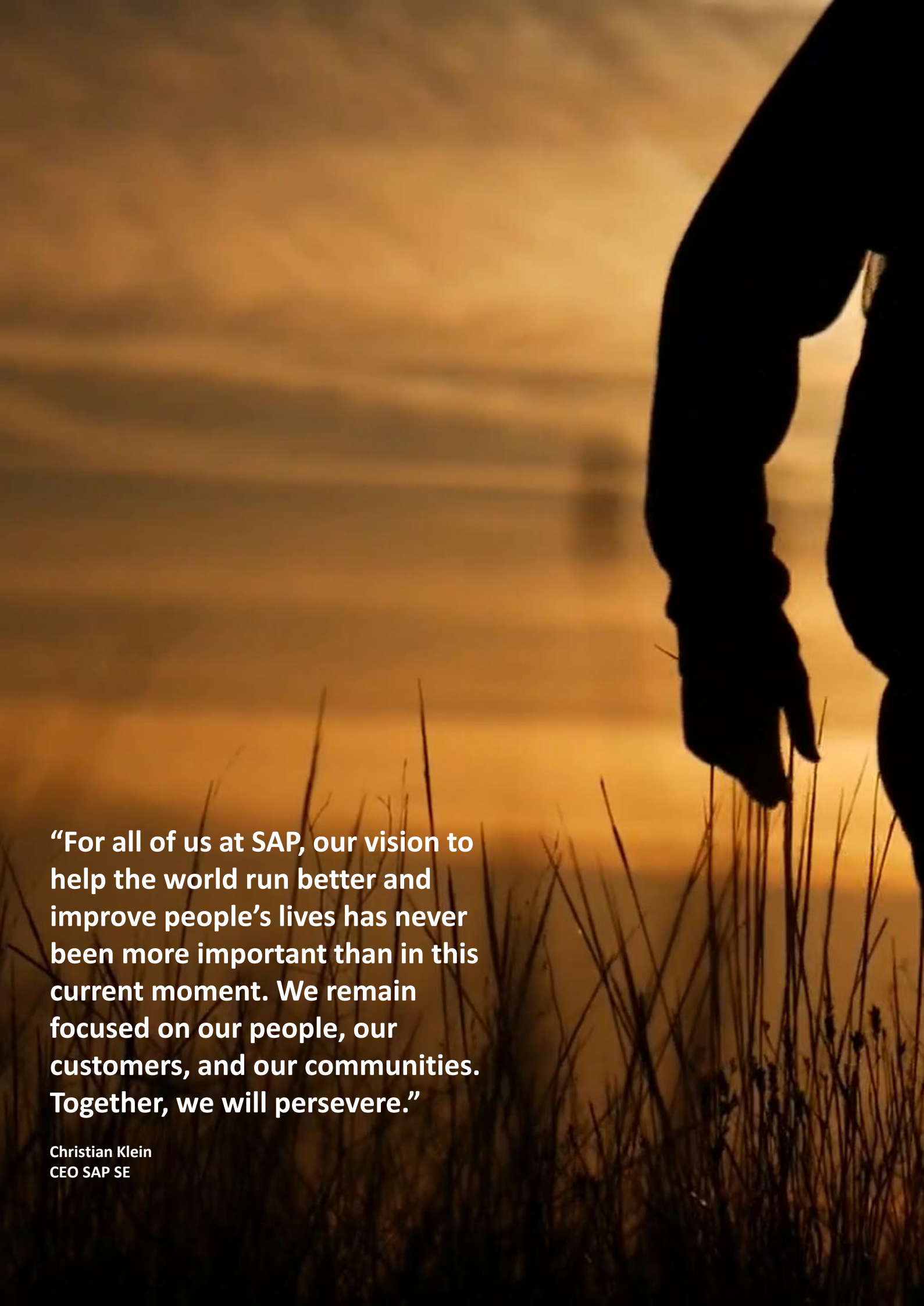


A photograph of a woman in blue scrubs and a blue cap, smiling and holding a child's hand. Another child's hand is visible in the foreground, reaching towards the woman's hand. The background is softly blurred, showing another child's face.

SAP HELPS

Helping **Public Services** respond
to the COVID-19 crisis

June 2020



“For all of us at SAP, our vision to help the world run better and improve people’s lives has never been more important than in this current moment. We remain focused on our people, our customers, and our communities. Together, we will persevere.”

Christian Klein
CEO SAP SE

Not only is COVID-19 impacting employees, demand and supply, it may also reshape longer-term constituent behaviours

The impact on Public Service

Constituents, communities and businesses are being deeply affected by the COVID-19 crisis, but the impact on the layers of Government varies at the local, national and international level.

Central/Federal Government

As countries finally begin to emerge from lockdown, Government leaders are working to offset the impact of the virus for health and economic reasons. Aid from Federal Government has begun to help protect citizens and businesses from economic loss. In many countries, new benefits are available for affected constituents, which now may be required for an extended period (such as low-interest loans to businesses suffering substantial economic impact; seed funding for start-up organizations) representing a slight change in the core mission of Government.

Tax projections are now wrong which means budgets may be cut. For budgets not passed, new projections will have to be made, but there are many unknowns around timing of restrictions and tax revenue projection. Governments will have to figure out how to plan for revenue declines and get creative in providing programmes that meet the needs of their citizens. Public Sector must make more use of data as an asset. Digital IDs for services could become the norm now. The use of Blockchain and customer relationship solutions will be more critical than ever in creating a seamless experience for citizens, it is likely we will have a considerable reduction in face to face contact, yet must retain the highest level of privacy and security.

Regional, Local & City Government

Local public services have coped admirably against the challenges presented by COVID-19. Almost overnight, organizations have moved from office based to predominantly remote working. This has meant higher reliance on cloud IT solutions that enable service delivery and productivity for a workforce operating remotely.

The current uncertainty, coupled with disproportionate effect on the poorest, most vulnerable populations means that there will be greater need for increased collaboration with other agencies and NGOs at the local level. Agencies will pivot to more flexible policies (e.g. around data sharing) and look to build a more agile process structure to respond to changing conditions. Budgets for government services may be rerouted for fiscal stimulus of local businesses. Support for economic regeneration will be a major focus to aid the recovery.

Public Security

Public Security today is at the forefront of public thinking and involves every element of government to ensure that our citizens are kept safe and secure. Whether it is Policing, Intelligence Agencies, Border Forces, or Defence Agencies, all are increasingly required to collaborate in ways not seen before and at great pace.

As we progress through the recovery phase into a new normality, cross-agency Public Security will have to manage that new world with a clear focus on saving lives and livelihoods.

Police forces are having to incorporate new laws associated with COVID-19, balancing the relationships with health and local authorities, sharing intelligence that protects people from crime as well as health risks.

The Justice Agencies are dealing with the complexity of managing their workforce, their 'clients' and the physical process of delivering the outcomes of the rule of law.

Border Agencies face the new complexities of travel and movement as international borders re-open.

Intelligence Agencies are having to monitor the global tidal wave of COVID-19 misinformation fraud and threats.

Government organizations will continue to see peaks in public demand which could outstrip capacity. Maintaining service continuity in a stressed level will create further challenges. As we move through the COVID-19 crisis, economic recovery will become more critical, to minimise the impact on economies, communities and businesses. The following pages provide insight across three specific areas – Employee wellbeing, Citizen interaction and Service Delivery.

“ We are not at the mercy of this virus. Let hope be the antidote to fear. Let solidarity be the antidote to blame. Let our shared humanity be the antidote to our shared threat.”

Dr Tedros Adhanom Ghebreyesus Director General World Health Organisation

Help with employee welfare, engagement and readiness



Employees are impacted

In the rush to work remotely, Public Services organizations across the board have had to change their operating model. This has affected both office-based operations such as Customer Contact centres, and Town Halls but also front line services such as Social Care, Community Health and Police.

With many schools still closed and vulnerable people self-isolating, employees face an extra care burden on top of their daily work and need to balance both. Those employees continuing to work in public facing roles are concerned about safe working conditions. They are often challenged by a tremendously increased workload, many are in the front line of the crisis delivering services in new, complicated and diverse conditions.

Employees who now need to balance work life and home life, may feel isolated from their colleagues and be required to complete tasks remotely that would be usually done in a face-to-face setting. Many may be or feel underutilised. Finally employees may be anxious regarding the long-term impact of the crisis on their employer's viability or on their own employment security.

How Government organizations can respond

To maintain morale and effectiveness, it is important that organizations actively engage with their workforces for regular feedback – both on individual welfare and how they are practically adapting to remote working. To ensure that IT capability and changes to business process have taken place to facilitate the combination of home and office working that will need to be managed into the future.

This means there is a considerable change to the way that employees are managed to ensure that effective working matches up to required outcomes. Traditional management processes will have to change.

Organizations can also use any free capacity to enhance skills. In normal times, this is often an area that gets too little attention. Not only will such measures recoup part of the productivity loss, but it may imbue employees with a sense of purpose and lift morale. A visible consequence of the crisis is the acceleration of digital transformation, organizations should seek to prepare for this next phase.

Agencies who must cope with demand spikes or absences through illness will need processes and systems to be able to efficiently recruit and onboard contingent labour with specific expertise that is in high demand.

SAP Helps Care for Employees



Monitor Employee Wellbeing and Environment

[Remote Work Pulse](#)* is a free and automated feedback solution from SAP Qualtrics, the leader in experience management. It gives you the insights you need to keep teams informed and focused.



Help Employees Cope

Access free ready-to-watch video-based courses from [SAP Litmos Training Content library](#)* until end-June 2020 to help teams and leaders find ways to cope with unexpected environment changes and work effectively, no matter where they are.



Enable Employees to Prepare Their Future

Access free, from any device the award-winning [open SAP](#)* platform that provides a huge range of Open Online Courses for anyone interested in learning about leading technologies, the latest innovations and the digital economy.

*For an overview of the latest offers and expiry dates, please visit www.sap.com/covid-19

Help with citizen engagement and constituent needs

Citizen experience and trust

The disruption brought by COVID-19 has been a challenging time for Public Services to retain the loyalty of their citizens. Trust in Government has been truly tested as we have seen public demand for transparency at every level, whether that is on daily statistics or the response to the crisis. This will become even more important in order to help manage the uncertainty as we transition to recovery.

How Government organizations can respond

Citizen engagement has changed – permanently

Never has it been so important to be close to the citizens that Government serves. Agencies must rethink how to create a seamless experience to keep the promises made to citizens. Historically, face to face interactions have been a large part of customer service delivery for Government. This is now much more digital and online by necessity. Citizens expect the same experience with Government services as they do with consumer organizations. Those who take this approach will be more efficient in the long term, and make greater use of citizen data to deliver better services.

One approach is to build a connected constituent journey based on empathy and trust using 'always-on' cloud solutions. This will enable Public Service organizations to monitor citizens' expectations and capture feedback in real time to ensure COVID-19 measures have been properly communicated and take further actions based on key insights. Agencies can make use of automated solution capabilities to check in with citizens.

It will be important now to expand Agencies' capacity for self-service and e-commerce to meet increased citizen desire for online transactions. This can also deliver resource saving whilst providing a superior omnichannel citizen experience.

As behaviours accelerate the shift to digital channels, the ability to listen, understand and act in real time is now a key requirement. Open source data can help Police services understand concerns in our communities and target interventions much more effectively.

The current crisis is a catalyst for the behaviour change that public sector organizations have been working towards for some time. Channel Shift is becoming a reality. Now, with little if any face-to-face channels, there is huge opportunity for organizations to re-engineer services and make sure the COVID-19 channel shift is embedded for the future – accelerating the path to Digital Government.

SAP Helps Care for Constituents



Assess Citizen wellbeing

SAP can enable you to stay in touch with constituents with [Qualtrics Customer Pulse*](#). Monitor citizens' expectations and capture feedback in real time to ensure COVID-19 measures have been properly communicated and take further actions based on key insights. Use automated solution capabilities to check in with citizens



Improve the Resilience of Online Services

Rethink how to create a seamless constituent experience to keep the promises you make to citizens in the post-COVID-19 era.

Build a connected constituent journey based on empathy and trust using a suite of five industry-leading cloud solutions. [SAP Customer Experience](#).

Leverage real-time social data and engagement with modern channels across your organisation with the [Sprinklr Platform for SAP Experience & Customer Management](#).

*For an overview of the latest offers and expiry dates, please visit www.sap.com/covid-19

Help address service delivery and improve resilience

Demand volatility & service pressures

During the COVID-19 crisis, we have all witnessed increased demand for Public Services and changes in their nature. For example, the Education sector has had to transform overnight to a fully digital delivery model. Globally most education facilities are now closed. This affects about 1.5 billion students, or 20% of the world's population, and their families. Education providers are generally not well prepared to move to an online model.

Government agencies will continue to see peaks in public demand which could outstrip capacity. They face the risk of shortage of resources, skills, and budgets. Maintaining service continuity in a stressed level will create further challenges. Social distancing makes service coordination difficult.

The impact of COVID-19 will further increase pressures on business processes and the need to complete tasks remotely. Many agencies have been focused simply on putting in place the enabling technology infrastructure, however as we move forward we anticipate a change in operating model to one which is much more digital, providing increased resilience and agility. Privacy and security of information will be increasingly challenging and at the same time the desire for more and better (citizen) data to fight the pandemic will increase.

How Government organizations can respond

With the crisis and the ensuing volatility expected to last for months, agencies need to address short term continuity while also taking measures to build long term sustainability. Maintaining operational continuity is a challenge as employees, teams, and entire agencies are now working from home, many for the first time. Sourcing goods and services, whether globally or locally, has been a critical aspect in the crisis therefore it is vital that agencies are in touch with the status and capability of their supply chains and service partners.

The shift to remote working established during the crisis, means the user needs a different experience and set of capabilities to deliver both on the front line and in the back office. Secure Cloud environments where data can be accessed at any time from any device will be required. Automated business processes will be central as workforces are now (semi-permanently) distributed, enabling transparent workflows and progress tracking.

By adopting a 'data-driven' approach, Government organizations can ensure that in the context of challenged budgets, the right services are delivered in time to those most in need.

SAP Helps Service Continuity



Safeguard financial performance

Helps organizations understand how the COVID-19 situation and associated supply chain disruptions are affecting their suppliers. Free access to [Supply Chain Pulse*](#).



Control budgets & sourcing

Post your sourcing needs and get quick answers from suppliers who can deliver. Free access to [SAP Ariba Discovery*](#) on the largest global supplier network for immediate use.



Make data driven decisions

[EY Digital Boardroom for GRC](#)

With this offer, our partners can help customers gain real-time, accessible insights and simulate possible outcomes for rapidly changing COVID-19 scenarios.

Increase data accuracy and user confidence with a single solution for all analytics. Integrate diverse data sources and simplify the data landscape.

*For an overview of the latest offers and expiry dates, please visit www.sap.com/covid-19

WANT MORE INFORMATION?

Please click on the link below if you would like more information on practical help from SAP to tackle the Covid-19 crisis

[Click here](#)

ANY QUESTIONS?

For questions related to this document please contact your SAP representative or industryvalueadvisory@sap.com

www.sap.com/contactsap

© 2020 SAP SE or an SAP affiliate company. All rights reserved. (06/2020)

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See <http://www.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

THE BEST RUN 