

NEOGOV

MODERNIZING PUBLIC SECTOR HR TO SUPPORT A HYBRID WORKFORCE

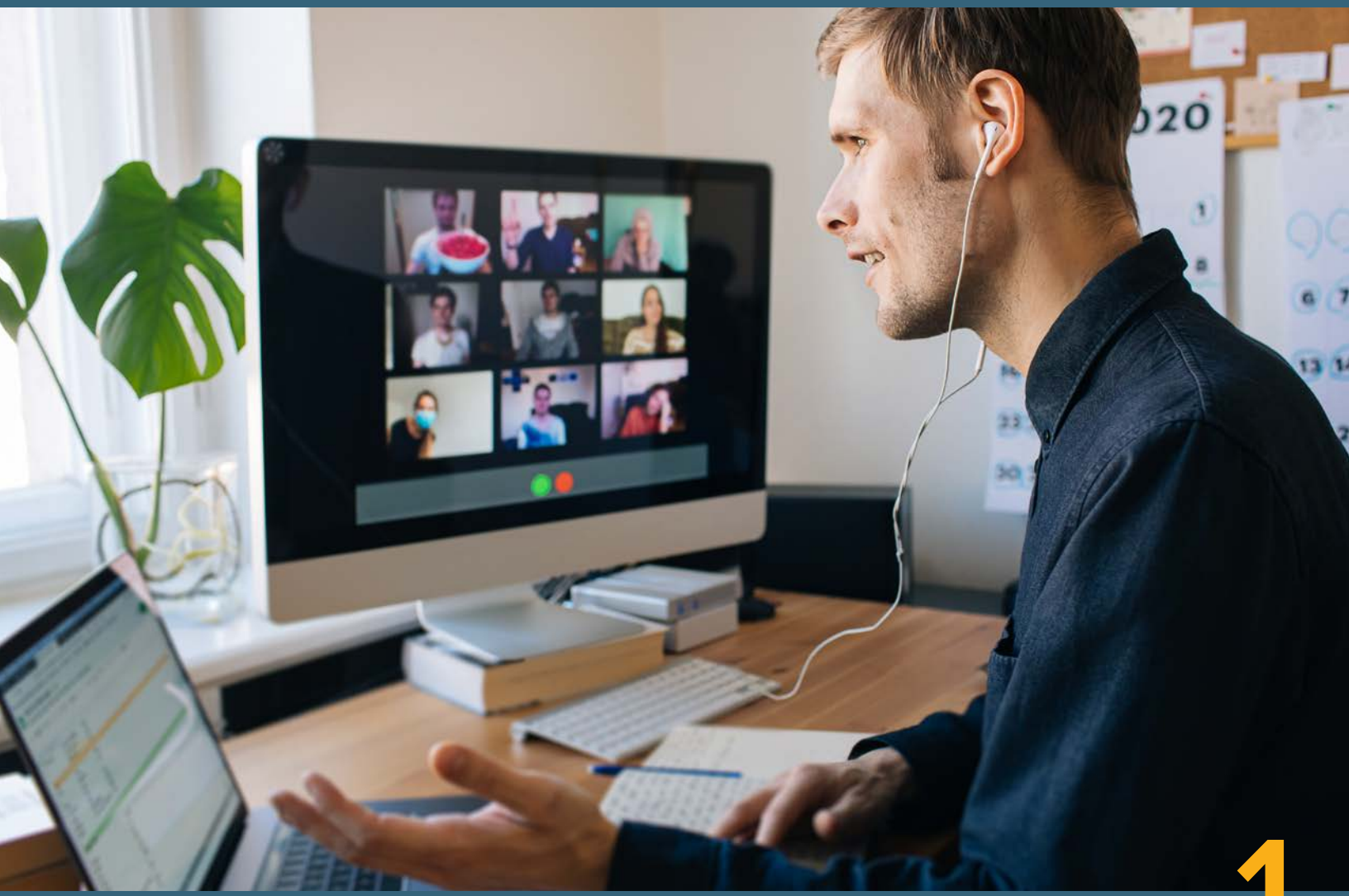
2020

THE WORLD WE LIVE IN HAS CHANGED

IT'S TIME OUR HUMAN RESOURCES PROCESSES DID, TOO.

Let's face it -- things are not the same today in the world as they were a year ago. And even then, many public sector human resources organizations faced challenges with aging systems and processes that hindered productivity and created unnecessary roadblocks. According to Gartner, 67% of HR leaders agreed digitalization was crucial to help organizations stay productive and relevant -- and that was before COVID-19 rapidly accelerated the need for remote capabilities and less paper-driven processes.

It's never been more apparent than it is now that technology needs to be modernized and implemented without delay to keep organizations running in the face of a crisis. Leaders will be looking to HR to weigh in on critical decisions relating to how the public sector can manage workforces digitally and remotely. For HR in particular, a cloud platform that supports the entire employee lifecycle that was once a wishlist item is now a necessity.



THE TIME FOR MODERNIZATION IS NOW

MODERNIZATION FOR **REDUCED RISK OF DISEASE**

Because of COVID-19, there is a new spotlight on the way we conduct business in the office. Paper-based processes increase the likelihood of disease transmission as they require more frequent hand-to-hand contact and increased employee interaction, both in violation of social distancing recommendations. With a Touchless HR system, those risks are eliminated because everything is done on your computer, and can be routed from individual to individual without physical contact.



MODERNIZATION FOR **REMOTE WORK**

Another realization that has come out of the pandemic is that remote working must become a reality for the public sector workforce. Be it a pandemic, a natural disaster, or other unforeseen circumstance, HR and the teams they serve must be prepared to do their jobs from anywhere. Every aspect of HR's role that was previously done in the office can be done easily from the cloud. Enabling a better remote feedback loop between managers and employees, providing learning and certification opportunities via the cloud, and creating a knowledge base easily accessible for employees makes for a better functioning hybrid workforce.

THE CHANGING REALITY OF PHYSICAL WORKPLACES

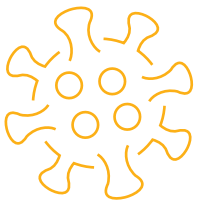
Keeping employees safe, as well as providing them with the tools they need to succeed in their roles, have always been key responsibilities for HR. Now more than ever, though, the stakes are higher. Needless to say, the offices some or all of your workforce left at the beginning of the pandemic will not be suitable for these new working conditions.

Over 80% of real estate leaders believe social distancing in office spaces will be the norm for the ***next 12-18 months.***

GARTNER

While the logistics of office layouts, occupancy limits, and adequate access to cleaning and sanitizing products will be top of mind for HR to make employees who need to return to the office feel safe, the fundamental way in which employees do their jobs may also need to change in order to prevent the spread of the virus. One way to mitigate risk while still enabling productivity will be to move processes that were previously done with paper or in face-to-face meetings to the cloud.

Offices that are still operating the way they did before the pandemic – with paper processes, lack of social distancing, and excessive movement of employees around the office – are at a higher risk of spreading viruses. Coronavirus can live on surfaces for days, meaning handling paper, shared office supplies, or moving about shared spaces is a significant risk.



The average US office worker annually touches **10,000 sheets of paper**[5]

A person with the virus infects an average of **2.2 people**[4]

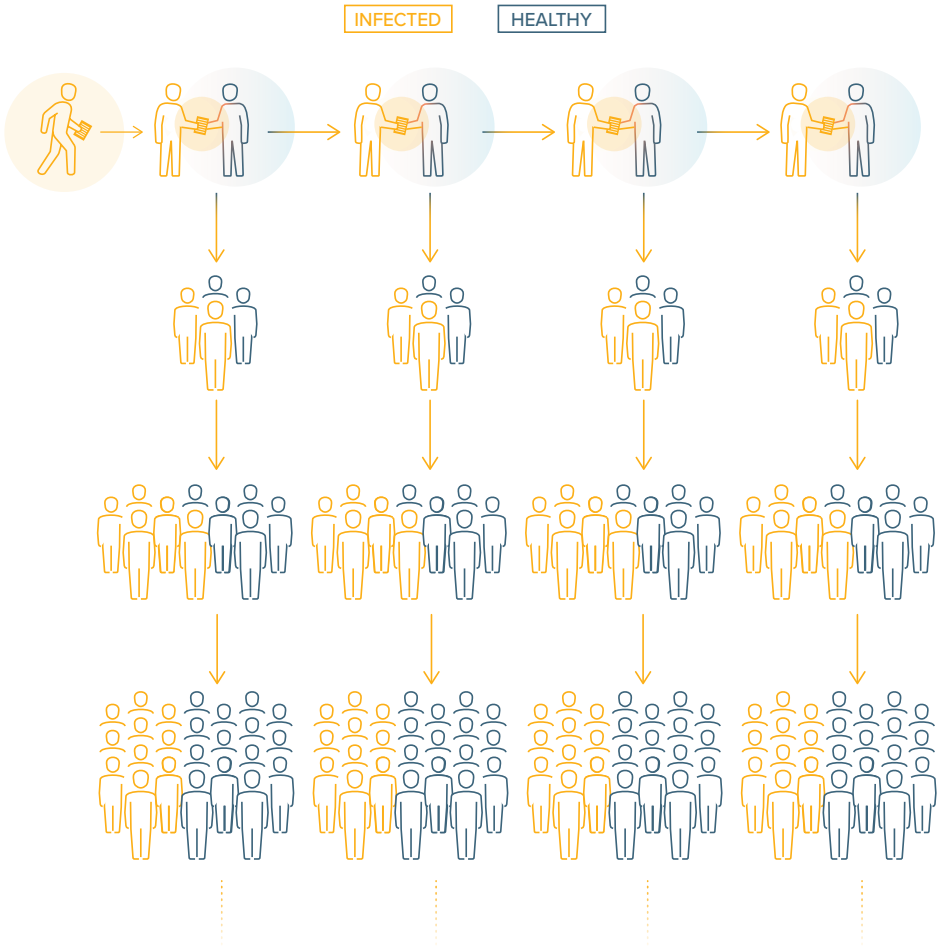
The average person touches their face **23x an hour**[3]

The virus is transmitted via **eyes, ears, nose and mouth**[2]

Coronavirus can live on shared surfaces for days, **such as the printer**[1]

PHYSICAL HR ROUTING PROCESS

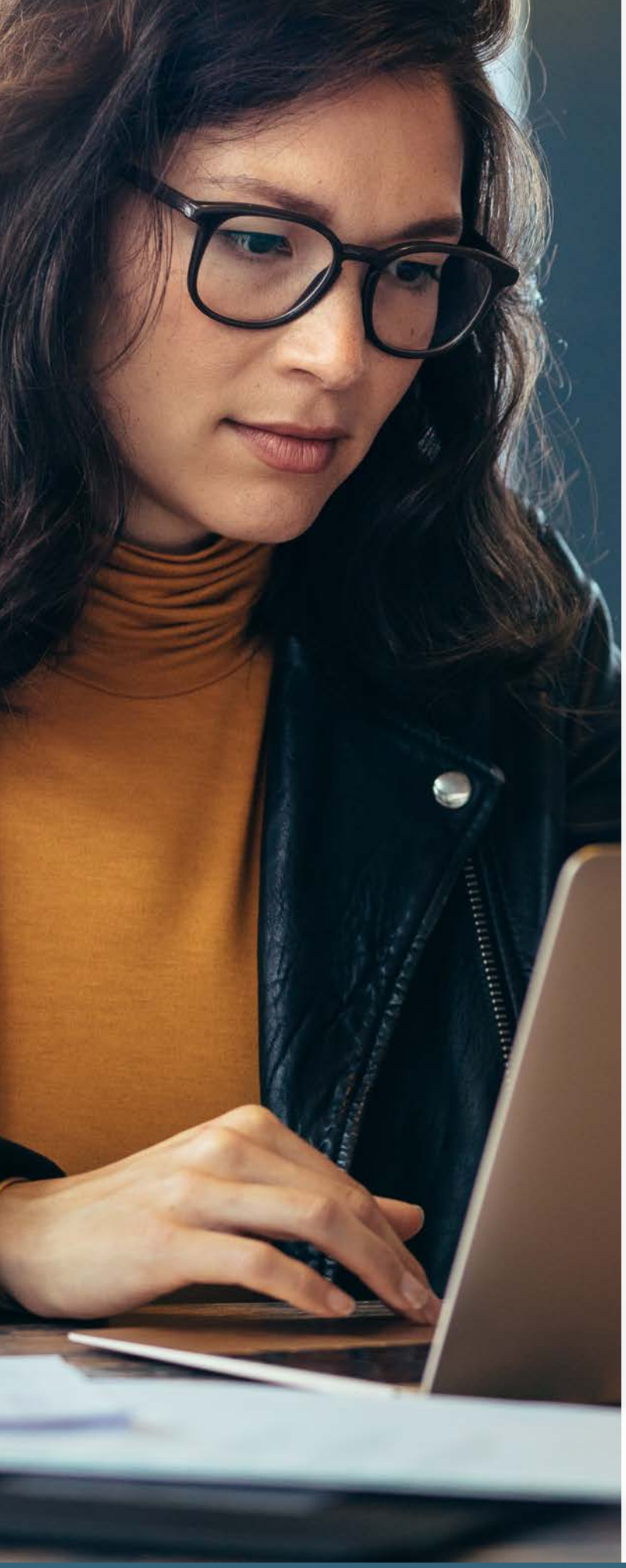
We estimate that the average form is distributed to five people throughout an office. According to the Center for Infectious Disease Research and Policy, the Coronavirus has a basic reproductive value of 2.2. With one paper form, all five people can be infected and spread the virus to an additional ten people.



TOUCHLESS HR ROUTING PROCESS

Now let's contrast it with touchless HR processes, where nobody touches the form. **The form is routed digitally with zero health risk.**





PLANNING FOR TODAY AND THE FUTURE WITH DIGITAL DEXTERITY

*Gartner found in a recent study that **77% of employees expect easier options** for completing routine tasks, and **69% expect more intelligent HR systems** compared with three years ago.*

Public sector agencies may be playing catch up when it comes to modernizing their HR approach in response to COVID-19. But the one positive is that it can be a great opportunity for you to plan for your organization's future, as well. Streamlining processes that previously involved countless touchpoints will make things run smoother, pandemic or not.

Using technology like NEOGOV's platform -- accessible from anywhere with internet access -- gives employees the ability to do their jobs more efficiently, whether in the office or working remotely. In turn, this will make remote workforces more nimble and able to maintain or improve productivity compared with working in the office.

WORK FROM HOME – OR ANYWHERE WITH NEOGOV

CHALLENGE	NEOGOV SOLUTION
Recruiting	Create job postings through our applicant tracking solution Insight and automatically post them on the #1 public sector job board, GovernmentJobs.com, more likely than any other channel to yield qualified hires. Boost job postings to other job boards too like Indeed and LinkedIn, directly from the platform.
Hiring	Move candidates through a paperless hiring process with Insight by accepting online applications, scheduling interviews via text message, running online background checks and assessments, and sending electronic offer letters.
Onboarding	Onboard provides employees with a pre-start date checklist enabling them to complete administrative tasks from anywhere, such as reading the employee handbook, privacy policy, and completing tax forms. Starting a new job remotely can be isolating, but assigning a mentor through Onboard helps new hires feel more connected.
Performance Management	Perform enables managers to connect with direct reports on a regular basis to check in on their goals and initiatives and track productivity. Automate the scheduling of recurring tasks and check-ins with online notes.
Employee Training and Education	Enrich employees' knowledge and maintain critical certifications by assigning courses with quizzes that can be completed online in Learn; includes over 1200 existing courses or design your own by uploading a simple video or PowerPoint deck.
Payroll, Timekeeping, and Benefits	NEOGOV HRIS provides a centralized hub to remotely manage all the essentials; integrates seamlessly with the rest of the NEOGOV suite and other leading solutions eliminating double-entry.
Employee Self-Service Portal	Make it possible for employees to view and update all their information online including paycheck stubs, direct deposit information, payroll deductions, time-off balances, and more.
Forms and Administrative Processes	eForms provides access to a global form bank for every form imaginable, plus the ability to make custom forms; assigning and automating workflows for employee documents is easy and makes tracking simple.

PARTNERING WITH IT FOR MODERNIZATION

According to a recent report from Gartner, the "responsibility for workforce digital dexterity lies with the IT organization," and taking ownership of that responsibility "can deliver unparalleled value back to the organization." In this new era, IT is not simply along for the ride when it comes to HR software decisions, but instead must partner with HR to make the best decisions for the organization.

Your IT department will thank you for not adding to their workload, as NEOGOV's platform is completely managed by our development and support team. In addition to that, we check all of the compliance and security requirement boxes they look for, including:

- SaaS Platform: Infrastructure completely cloud-based & managed by NEOGOV
- Upgrades are transparent and seamless
- SOC2 Type II 5 Principles certified
- NIST 800.53 Low certified
- Background checks & security training for NEOGOV staff
- Sensitive/PII data not available to NEOGOV staff
- Information stored on servers within FISMA-certified data centers in the U.S. (California & Virginia)
- Internal and external security scans weekly
- All data encrypted at rest and in transit, with up-to-date ciphers
- Patches are released monthly
- Third-party penetration test conducted annually
- Ongoing Bug Bounty program
- SAML 2.0 ready for single sign-on
- Configurable role-based access and permissions within product
- User password expiration date customization (default 6 mos.)
- Integration-friendly: Ready to work with other vendors for essential HR functions

"I consider the NEOGOV staff as part of my team, helping me provide the ***best experience for our applicants and employees.****"*

KRISTA DEUR, HOPE COLLEGE

DESIGNED WITH THE PUBLIC SECTOR IN MIND

As a public sector agency, we realize that you are held to different standards than the private sector when it comes to security and processes. Most software can be tailored to your individual needs, but having a product that is made with public sector needs in mind from the very beginning can make the transition smoother.

Each organization is assigned a Product Implementation Consultant -- many of whom are former public sector HR professionals -- who will help HR configure, train, and deploy our products. A rigorous testing period to ensure functionality, security, and that the experience meets the organization's expectations comes standard.

"There's a very big difference between a vendor who's private sector focused and one that ***understands the particular nuances of the public sector*** *like NEOGOV."*

SUSAN KADERA,
COUNTY OF NEVADA, CA



WE SERVE THE PEOPLE WHO SERVE THE PEOPLE

Over 6,000 public sector organizations trust NEOGOV:

Serving over 6,000 organizations, NEOGOV is the leading provider of a comprehensive human capital management solution for the public sector. Designed exclusively for government agencies and higher ed institutions, NEOGOV's suite of three integrated modules – Recruit, Develop, and Manage – support the unique needs of public sector HR teams and automate the entire employee lifecycle, while maintaining the highest standards of compliance. More information at **www.neogov.com**.

6,000+	250,000+	20
Public Sector Agencies	People Use NEOGOV	Years of Experience

NEOGOV 888.636.4681 | contact@neogov.com | neogov.com

Information about the Coronavirus is continuously evolving as health organizations conduct more research. The findings presented here are subject to change.

Sources: [1] [2] N van Doremalen. "Aerosol and surface stability of HCoV-19 (SARS-CoV-2) compared to SARS-CoV-1". The New England Journal of Medicine; [3] University of New South Wales, "Face touching: A frequent habit that has implications for hand hygiene." https://www.ncbi.nlm.nih.gov/pubmed/25637115; [4] Center for Infectious Disease Research and Policy (CIDRAP). "COVID-19 Frequently Asked Questions." https://www.cidrap.umn.edu/covid-19/faqs#COVID4; [5] Record Nations. "How Much Paper is Used in One Day?" https://www.recordnations.com/2016/02/how-much-paper-is-used-in-one-day/