For public sector organizations at all levels, the outbreak of COVID-19 is creating unprecedented challenges across many areas of operations. Pandemic tracking, emergency response, public health operations, citizen communication and engagement, inter-agency and private sector collaboration, continuity of critical services, and distribution and management of social, financial, and economic recovery operations are just some of the challenges. All these challenges are going to require an elevated ability to manage hundreds of thousands if not millions of points of data and derive actionable insight that can enable government organizations to understand what is happening, predict what might happen, and ultimately optimize their ability to respond, collaborate, and protect their communities.

Aggregating, transforming, and reporting on data is mission-critical to deploying a rapid response for containment of a pandemic outbreak.

Government tax and finance agencies will need to quickly analyze and forecast financial projections, taking in multiple sources of new information to more accurately predict and project short- and long-term impacts as communities, businesses, and agencies attempt to return to normal.

The road to recovery from COVID-19 is going to be paved in paperwork and forms. Every system from Medicaid, Unemployment, Small Business Administration, Community Block Grants, Welfare, Housing and others that support families, employees, and business recovery will be overwhelmed with incoming requests for services, recovery, and support.
Public Health, Emergency Management and Social Service agencies including Medicaid, Child and Family Services, and others will need geospatial insight to determine how well those most in need have access to critical services.

A state Medicaid organization is mapping out the locations of 2.9 million Medicaid subscribers and over 300K service locations to evaluate access to substance abuse disorder services.

Public Sector organizations are going to face tremendous pressure in maintaining operations in systems, networks, utilities, and public facilities to maintain critical service delivery needs. In some cases, public sector organizations will need to turn public or even private facilities into temporary healthcare, residential, distribution, or testing centers.

In Tallahassee, the local water utility uses real-time insight on the status of their water infrastructure to quickly identify issues like abnormal consumption, notify impacted customers, and dispatch work crews in a timely manner.

Employees of agencies that deliver critical services will be hugely stressed and overworked trying to meet the demands triggered by the COVID-19 response and recovery. Protecting their health, safety, and well-being will be key to success and the ability to deliver much-needed services.

Map employee schedules, shifts and the number of cases they are seeing with a risk score, to predict employees most at risk for attrition. Read more about human capital management analytics for government.