**Digital Services for a Better State & Local Government**

Digital services are essential to improving state and local government-constituent service delivery as well as making the jobs of internal personnel easier. But according to a GovLoop survey of state and local public-sector employees, there are a number of hurdles to improving service.

Read through our infographics to see the importance of digital services, challenges to service delivery and the benefits it can offer agency employees and constituents alike. Software-based comprehensive engagement platforms can also help governments transform and connect with citizens and businesses in new ways.

**The Importance of Digital Services**

**Internal Benefits**
- Improved employee efficiency and productivity
- Increased responsiveness and compliance rates
- Enhanced interdepartmental communication
- Streamlined operational efficiencies and costs

**External Benefits**
- Improved constituent-government engagement
- Better enables businesses to interact with agency
- Increased transparency
- Exceptional constituent user experience
- Satisfaction of citizens

**Challenges to Service Delivery**

**Budget Constraints**
- 47% of respondents think that their agencies’ digital portals are not user-friendly at all or at least need improvement.

**Personnel Shortage**
- 24% of respondents think their agencies’ digital services are important or extremely important to enhancing constituent service delivery.

**Best Practices to Improve Digital Services**

When asked about best ways to combat these challenges and to improve the digital constituent experience, the top three responses were:

1. **Self-service portals for doing business with government**
   - Seamless connection to existing infrastructure for faster management
   - Increased engagement for the citizen
   - Multiple support for quick access on all devices
   - Streamlined operational efficiencies and costs

2. **Mobile & social engagement platforms**
   - Enhanced, tailored, and coordinated constituent experiences to engage where they are

3. **Mobile tracking of constituent request**
   - Increased understanding of the customer, the customer’s needs and their satisfaction

When asked about best ways to combat these challenges and to improve the digital constituent experience, the top three responses were:

1. Improved tracking of constituent request
2. Mobile social engagement platforms
3. Self-service portal

To implement these best practices, state and local agencies can start with these steps:

**AN Engagement Solution**

When used strategically, digital services can help new employees onboard while improving constituent services. Agencies can pair these best practices with solutions like:

**INFOR Rhythm for Civics**

Enriched self-service portals for easy business with government.

- Self-service portal for easy business with government.
- Seamless connection to existing infrastructure for faster management.
- Increased engagement for the citizen.
- Mobile support for quick access on all devices.
- Streamlined operational efficiencies and costs.

Learn more about how INFOR can help you transform your digital services. [INFOR.com/solutions/rhythm](http://INFOR.com/solutions/rhythm)