2013 what's TRENDING

FEDERAL GOVERNMENT TRENDS & PUBLICATIONS

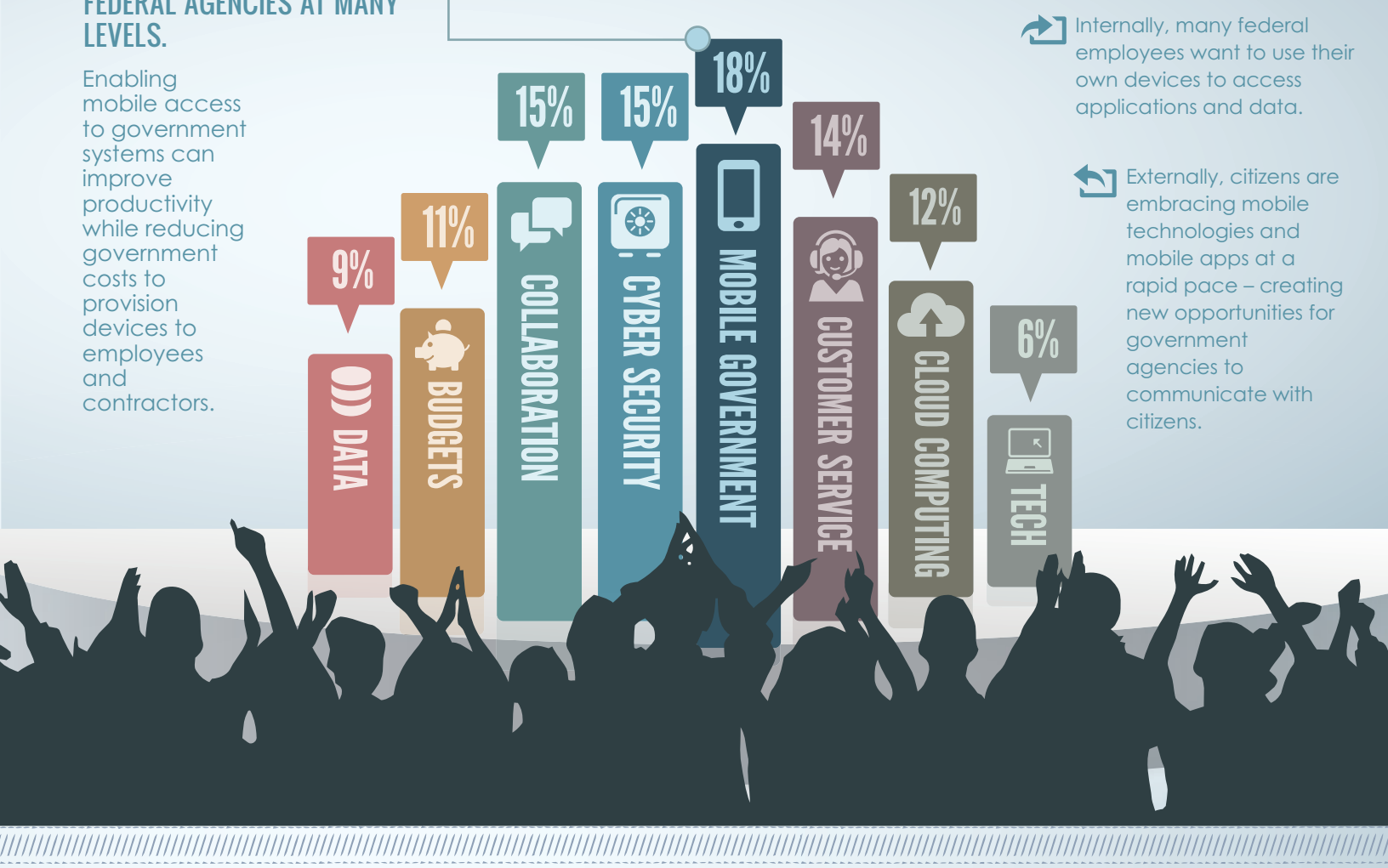
INTRO

As part of its ongoing research into public sector communications, digital communications provider GovDelivery surveyed nearly 200 individuals in U.S. federal agencies and departments about the most important trends they saw affecting federal government at large and their specific jobs in 2013. (Download the full, detailed report here.)

WHAT TRENDS WILL TAKE CENTER STAGE IN 2013?

MOBILE ACCESS AND PERSONAL DEVICES AFFECT FEDERAL AGENCIES AT MANY LEVELS.

Enabling mobile access to government systems can improve productivity while reducing government costs to provision devices to employees and contractors.



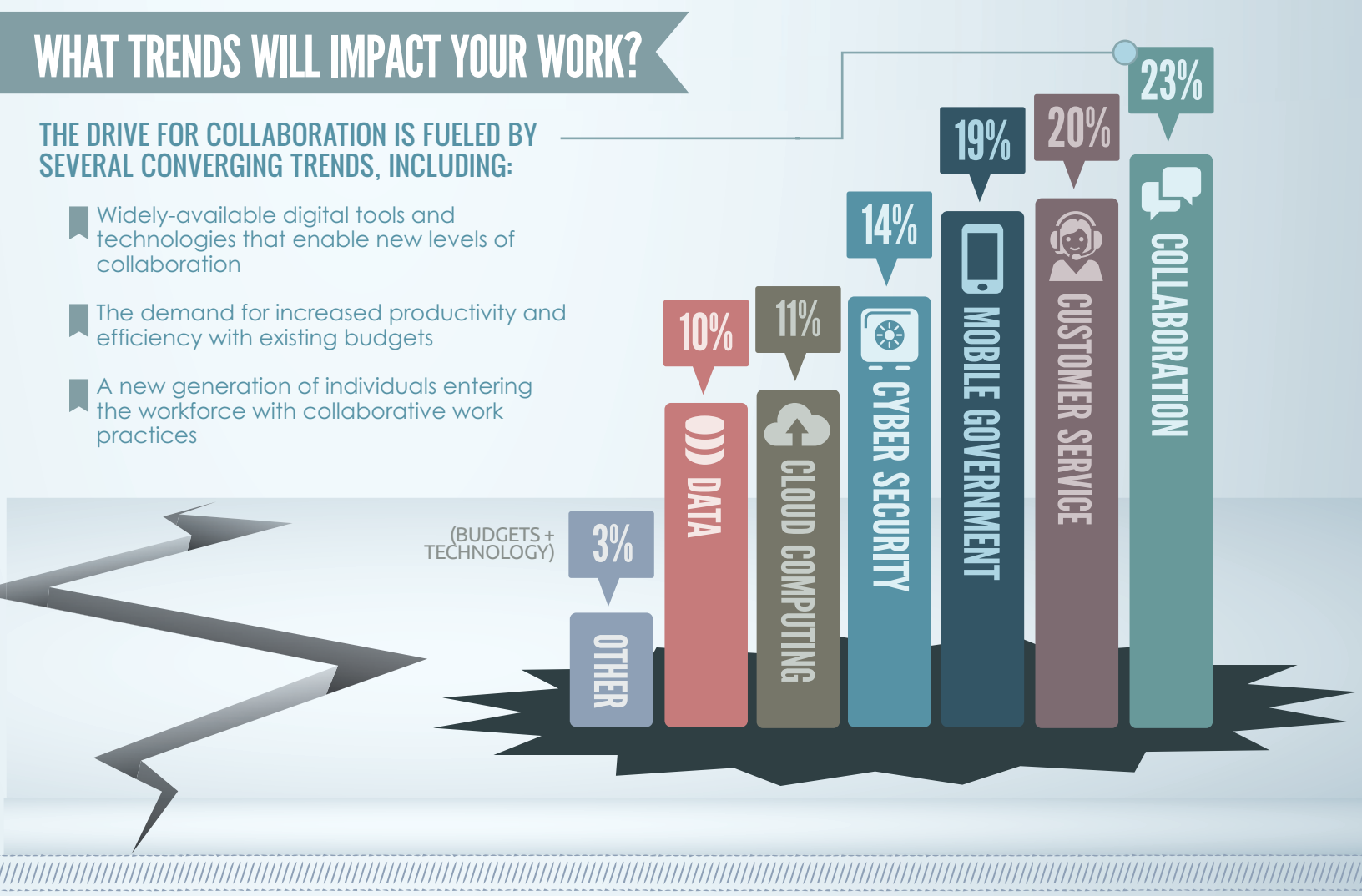
Internally, many federal employees want to use their own devices to access applications and data.

Externally, citizens are embracing mobile technologies and mobile apps at a rapid pace – creating new opportunities for government agencies to communicate with citizens.

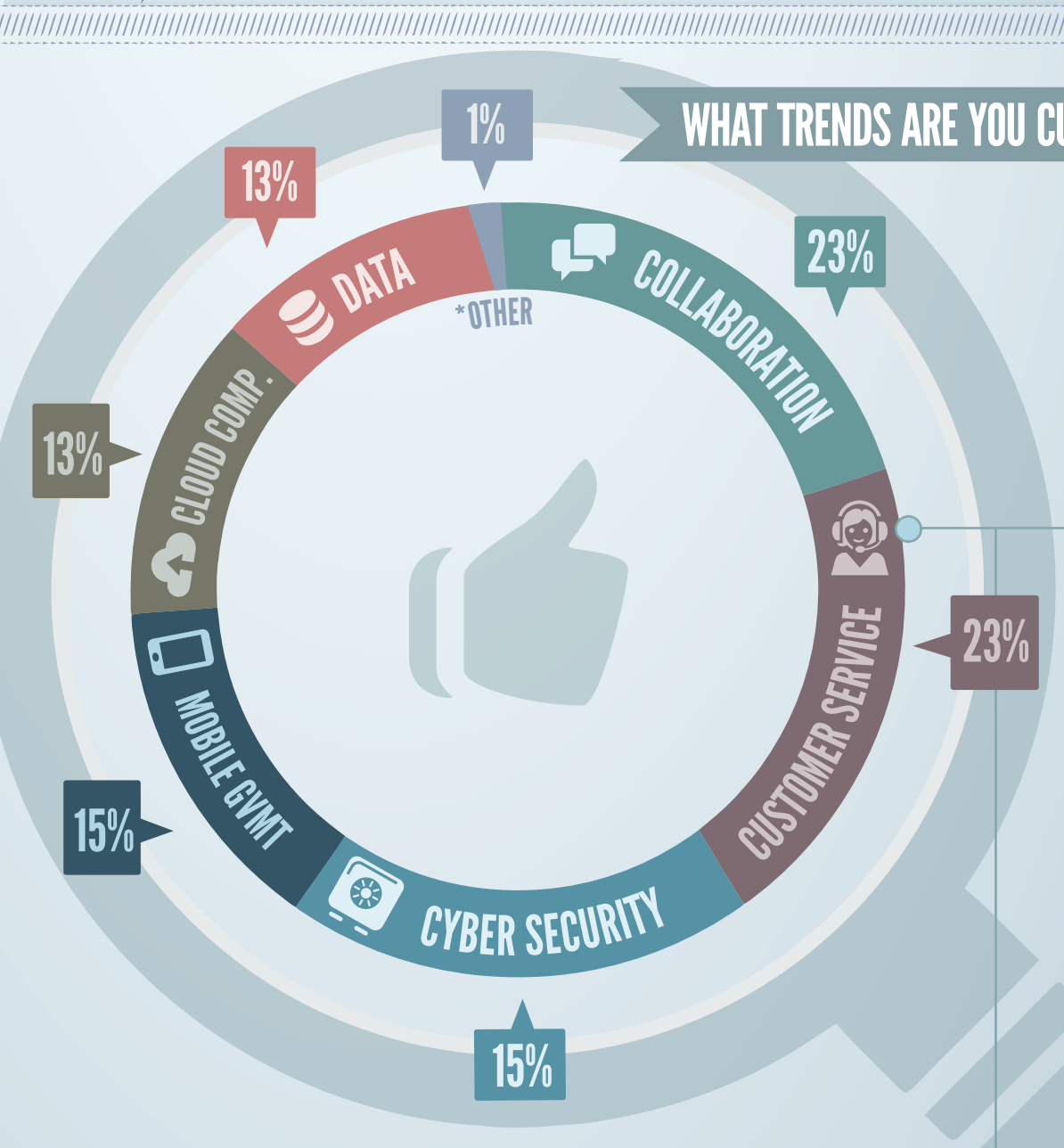
WHAT TRENDS WILL IMPACT YOUR WORK?

THE DRIVE FOR COLLABORATION IS FUELED BY SEVERAL CONVERGING TRENDS, INCLUDING:

- Widely-available digital tools and technologies that enable new levels of collaboration
- The demand for increased productivity and efficiency with existing budgets
- A new generation of individuals entering the workforce with collaborative work practices



WHAT TRENDS ARE YOU CURRENTLY ADDRESSING?



THE FOCUS ON SERVICE WILL ONLY INCREASE AS CITIZEN EXPECTATIONS GROW.

The White House Digital Government Strategy has a mandate to provide "customer-centric" government through the use of digital technologies.

FOR MORE INFO VISIT: THE WHITE HOUSE DIGITAL GOVERNMENT STRATEGY

Communication with customers is the first critical stage of customer service for many organizations – and the 'low hanging fruit' when it comes to improving service delivery.

2013 - THE TOP 5 INFO SOURCES

HOW DO FEDERAL WORKERS STAY UP TO DATE ON TRENDS?

We asked them which publications/magazines and which blogs they read regularly.

PUBLICATIONS

1. The Washington Post
2. Government Executive
3. FEDERAL TIMES
4. Nextgov
5. FCW

BLOGS

1. govloop
2. THE DOROBEK INSIDER
3. GSA AROUND THE CORNER
4. CIO.GOV
5. THE BUSINESS OF GOVERNMENT

2013 FEDERAL GOVERNMENT TRENDS & PUBLICATIONS

The good news for federal organizations is that the three top trends for 2013 are tightly related. For example, an initiative to better deliver content to customers through mobile applications – and to interact with citizens through these applications – can help address the three objectives of improving customer service, supporting mobility, and improving collaboration. Download the full, detailed report here.

FOR SPECIFIC RESOURCES ON HOW OTHER FEDERAL AGENCIES ARE ADDRESSING THESE TRENDS IN THE PUBLIC SECTOR, VISIT:

WWW.GOVDELIVERY.COM/RESOURCES

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