THE NEW IMPERATIVE
Respond, Recover, Restructure
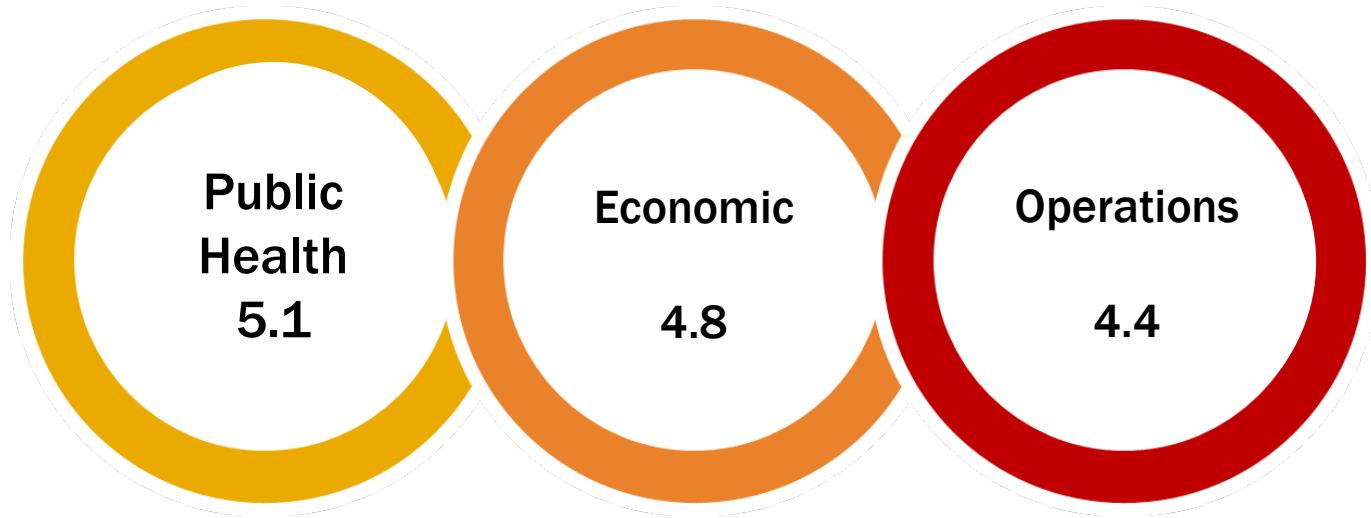**Results of Federal Agency Survey**

Mark Forman
Vice-President
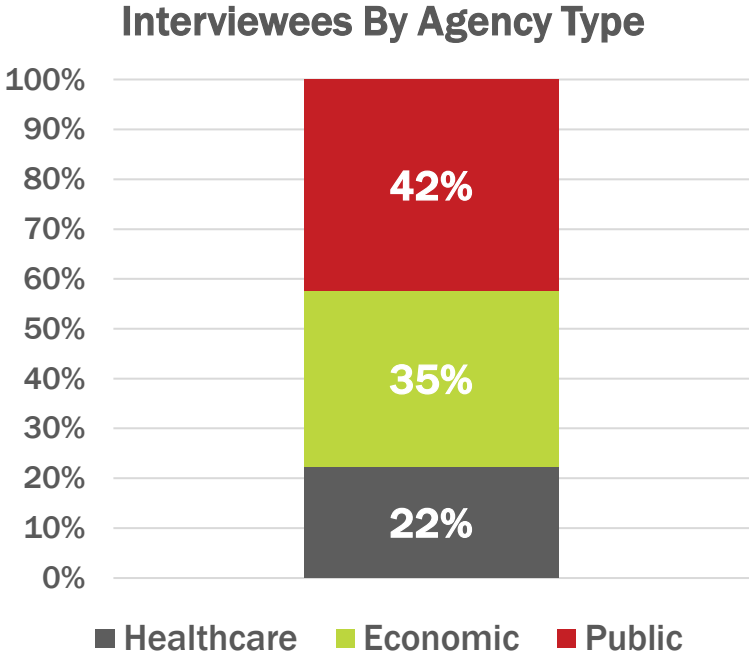
December 10, 2020

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SAIC COVD-19 Federal Government Survey of 300 Decisionmakers

Public Health
5.1

Economic
4.8

Operations
4.4

Key Finding:
Teleworking Has Become And Will Remain The Norm After The Pandemic

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How We Broke Up Agencies Into Categories

Interviewees By Agency Type

	Percentage
Public	42%
Economic	35%
Healthcare	22%

Legend: ■ Healthcare ■ Economic ■ Public

Agencies Represented

GSA
Homeland Security
Justice
Energy
State
Education
Interior
Air Force
Army
Navy
Marines
US Postal Service
NASA

Treasury
HUD
SSA
Internal Revenue Service
Labor
Agriculture
Commerce
FDIC
SBA
Transportation
HHS
Veterans Affairs

Which of the following best describes the organization you work for?
Which specific agency do you work for?

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Impact of COVID-19 Pandemic on Agency Operations

The impact has been broad across mission and mission support elements of agencies

	Total	Healthcare	Economic	Public
Protecting the health and safety of employees	51%	51%	50%	52%
Remote/Teleworking of employees	48%	40%	56%	46%
Implementing new processes	48%	48%	51%	45%
Protecting the health and safety of citizens	46%	46%	44%	46%
Staffing for essential operations	45%	43%	50%	42%
Procurement for new projects/initiatives	42%	42%	45%	40%
Funding to maintain agency operations	42%	42%	42%	43%
Recruitment of new staff	40%	39%	41%	40%
Budgeting/finance	40%	39%	41%	39%
Authority – responsibility for the workforce	39%	31%	39%	44%
IT security	39%	37%	41%	39%
IT management for mission functions	38%	39%	45%	32%
Financial reporting	37%	31%	37%	39%
Loan and loan guarantee programs	34%	25%	40%	35%
Grant programs/aid distributions	30%	33%	35%	25%

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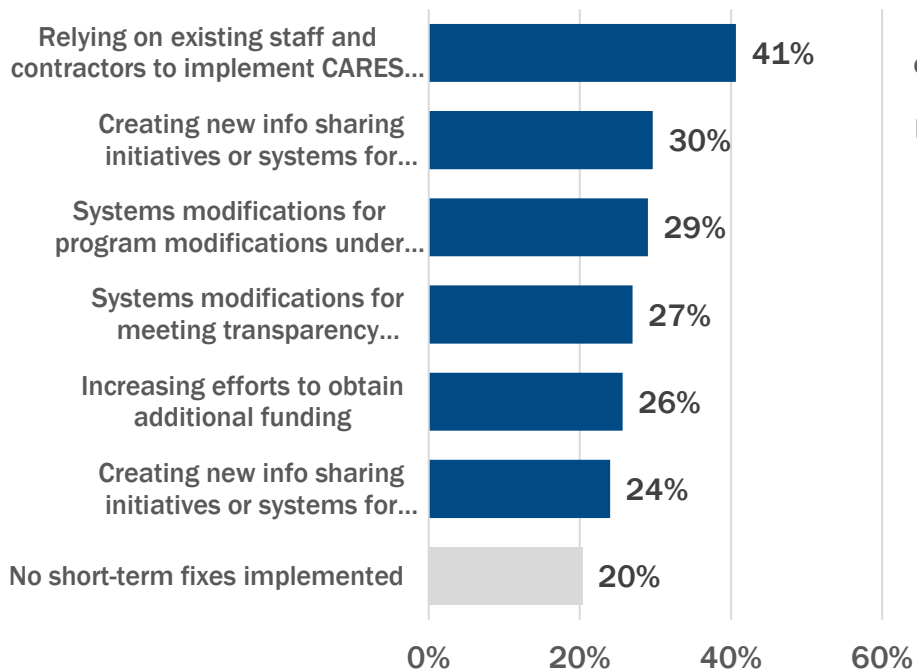# COVID-19 Pandemic and CARES Act Implementation Challenges Continue...

Workplace safety, managing IT systems, and financial management are the most challenging and persistent issues facing agency leaders

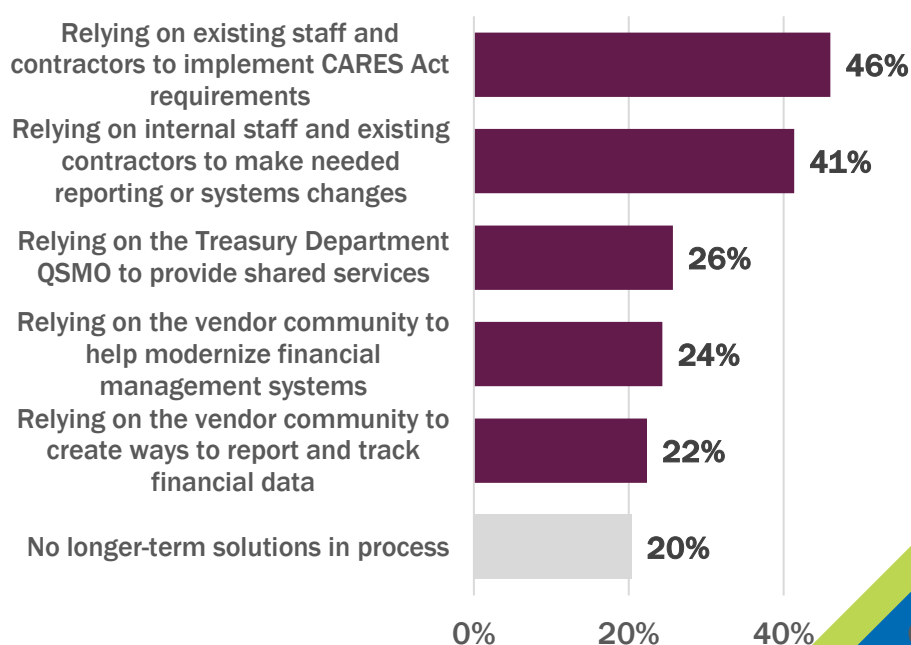| Extremely/Somewhat Challenging	Healthcare	Economic	Public
Preventing the transmission of coronavirus in federal facilities and office buildings for those who can't telework	78%	81%	81%
Preventing transmission of coronavirus in federal facilities and office buildings as people are brought back into the workplace	75%	75%	81%
Managing federal IT systems to permit maximum telework	79%	75%	79%
Monitoring/managing supply of personal protective equipment for agency employees	72%	76%	76%
Preventing and detecting waste, fraud and abuse	69%	75%	78%
Safeguarding federal systems from cyber attacks	70%	78%	73%
Ensuring that taxpayer funds are used efficiently and effectively	73%	69%	73%
Ensuring continued agency operation	67%	65%	80%
Providing health and safety materials to state and local governments and hospitals	52%	61%	50%
Protecting those in federal custody, patients, consumers and private sector workers in industries regulated by the fed govt	60%	58%	48%

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Short and Long-Term Financial Management Solutions Differ

Agencies are looking to QSMOs and financial modernization in the long-term

Short-Term Fixes

Category	Value
Relying on existing staff and contractors to implement CARES…	41%
Creating new info sharing initiatives or systems for…	30%
Systems modifications for program modifications under…	29%
Systems modifications for meeting transparency…	27%
Increasing efforts to obtain additional funding	26%
Creating new info sharing initiatives or systems for…	24%
No short-term fixes implemented	20%

Long-term Solutions

Category	Value
Relying on existing staff and contractors to implement CARES Act requirements	46%
Relying on internal staff and existing contractors to make needed reporting or systems changes	41%
Relying on the Treasury Department QSMO to provide shared services	26%
Relying on the vendor community to help modernize financial management systems	24%
Relying on the vendor community to create ways to report and track financial data	22%
No longer-term solutions in process	20%

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Long-Term IT Security and Management Solutions Differ in Use of Technologies

Agencies are relying on existing staff and contractors to meet IT security and management issues, while also taking advantage of new technology to modernize applications and business practices.
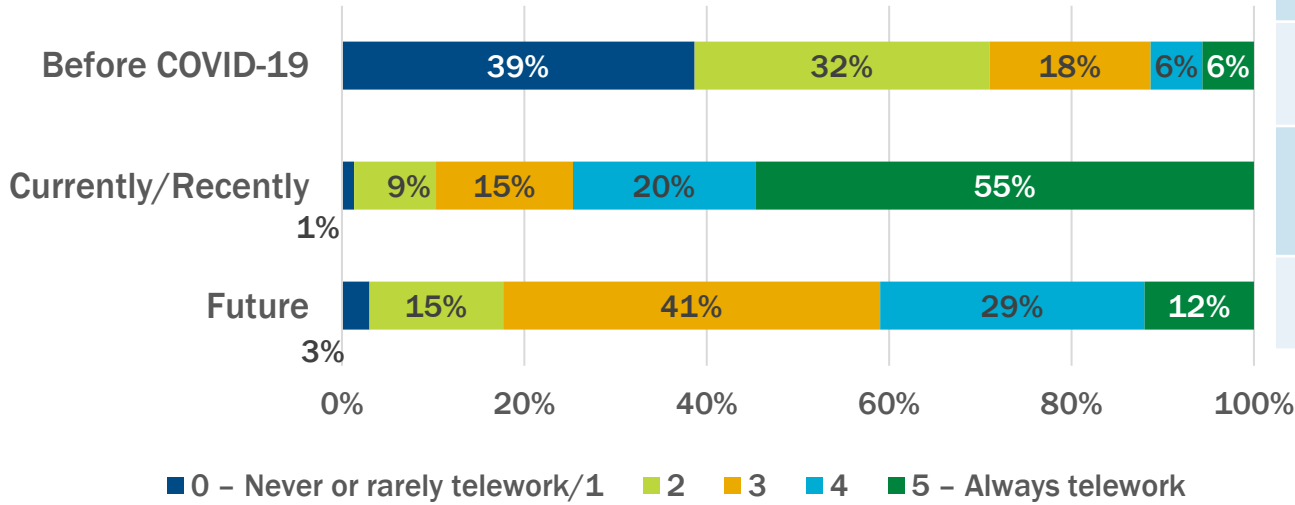
Top Short Term Solutions

Solution	Response
Rely on existing staff and contractors for IT security & management	52%
Purchasing computers to enable most employees to telework	39%
Increasing efforts to obtain added funding for IT security & management	32%
Relying more on the vendor community for IT support	30%
Adopting Cloud-based Virtual Desktop Solutions	23%

Top Long Term Solutions

Solution	Response
Rely on existing staff and contractors for IT security & mgmt.	53%
Use new tech to modernize apps and business practices	49%
Move more apps/systems to the cloud	36%
Replace old code to modernize	28%
Modernizing/replacing the apps code	24%

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Days in a Typical Work Week Employees Telecommute/Work Remotely

On-line has become the normal work environment

Average # of Days Teleworking			
Total	Healthcare	Economic	Public
2.0	1.8	2.1	2.0
4.7	5.1	4.8	4.40
3.4	3.4	3.5	3.4

Chart: Days in a Typical Work Week Employees Telecommute/Work Remotely

Before COVID-19: 39%, 32%, 18%, 6%, 6%
Currently/Recently: 1%, 9%, 15%, 20%, 55%
Future: 3%, 15%, 41%, 29%, 12%

Legend:
- 0 – Never or rarely telework/1
- 2
- 3
- 4
- 5 – Always telework

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COVID 19 Survey Results:

https://saic.com/covid-survey

R3 Portfolio of Solutions:

https://www.saic.com/r3

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Thank you!!

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