

# Executive Summary | COVID-19 Remote Working Experience

Through the Discovery process, A&M collected information about employee and constituent experiences during the COVID-19 pandemic. Below is a summary of the findings from the 15 departments interviewed.

Area Reviewed	● Positive Impact	● Minimal Negative Impact to No Impact	● Negative Impact	Observation/Conclusion
Service Delivery	7% (1)	73% (11)	20% (3)	While there are some challenges delivering services, generally the impact has been manageable
Telework Capabilities*	14% (2)	73% (11)	7% (1)	Employees able to telework are usually able to do so successfully, but there are some clear challenges
Internal Communication	53% (8)	47% (7)	0% (0)	Employee feedback indicates that internal communications have frequently been <u>better</u> during the pandemic
Employee Morale/Productivity	40% (6)	53% (8)	7% (1)	Employee morale and productivity have often <u>improved</u> , or at least remained the same

The following themes came up frequently during discussions about each department's experience:

## What Went Well

### Internal

- **Internal communication tools (esp. Microsoft Teams)** were very helpful
- Ability to **utilize electronic signatures and eliminate physical processes** (where possible), made remote work much easier
- **Utilizing soft phones or call centers** to maintain phone access worked well

### Constituent-Facing

- **Providing forms and applications digitally** (where available) made it much easier to serve constituents
- **Instructing constituents to contact offices via phone and email** (where feasible) worked well in most cases

\*DOC employees were not able to telework

## Opportunities

### Internal

- Internal **access to hardware in teleworking environment can be improved** (laptops, printers, monitors, scanners, etc.)
- **Adequate connectivity and VPN** to enable access to remote desktop and secure emails, especially in rural areas, needs to be improved
- Remote work policy and **standard operating procedures** can be improved

### Constituent-Facing

- For more constituents to use digital services, we need to **improve broadband access across the state**
- We probably **can provide more constituent forms and applications digitally**, when applicable
- We need to **reduce need for constituents to have technology access** (scanners, printers, etc.)