



Utah Department *of*  
**HUMAN  
RESOURCE**  
Management

Economic Development & Workforce Services  
Interim Committee Presentation  
June 15, 2020

# Prior to Pandemic

- Some agencies had already implemented telework
- Others had plans in place to implement telework
- Others were considering telework for the future
- The pandemic accelerated these efforts



# During Pandemic

- Agencies with public facing customer services:
  - Some suspended services for a period of time, although no full shut down of services occurred
  - Efforts were and continue to be made to:
    - Automate services
    - Limit face-to-face contact (i.e. scheduling appointments)
  - It should be noted that:
    - Some agencies also implemented telehealth/virtual platforms to do work, even customer interface, more virtually (DHS, Labor, BOP, etc.)



# During Pandemic (cont'd.)

- Telework during pandemic has been necessary and beneficial, but has had some impact on normal operations
  - customer services not closed but impacted
  - community has been sensitive to this
- There have been impacts on team collaboration/connectivity as well



# Post Pandemic

- Agencies have been and are continuing to work on what the future might look like:
  - Agencies inform us they intend to increase teleworking activities as was previously planned in the State's "New Workplace" initiative and some beyond this initiative. This is especially true of administrative staff.
  - A number of agencies are building plans to allow for remote work during red air days and bad weather days
  - Agencies report they will continue to drive online services, expanded use of virtual meetings and virtual visits with customer interface
  - Agencies converting to eSign to eliminate hard copy paper work
  - Where agencies do desire to bring ees back to the workplace, they are increasing efforts to do staggered workdays (i.e. Financial Institutions, Health, etc.)



# Post Pandemic (cont'd.)

- Believe we will see some beneficial impact from pandemic
  - Accelerated accomplishments of the State's "New Workplace" initiative
  - Creative solutions to team collaboration and connectivity
  - Creative solutions to allow ees to telework on red days/bad weather days
- Private/Public sectors:
  - Where is public sector going with telework post pandemic
    - State on par with some organizations; ahead of others.
  - Where is private sector going with telework post pandemic
    - Many tech companies ahead of State in terms of telework/use of virtual platforms





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