

HEALTH & HUMAN SERVICES MODERNIZATION

HHS agency leaders want new technologies to meet increased citizen service needs during the ongoing COVID-19 pandemic.

State and local HHS agencies want to provide citizen services that are secure and cost-effective.

TOP IT PRIORITIES:



IMPROVING SERVICE DELIVERY REQUIRES INVESTMENTS ON MULTIPLE FRONTS:

Individualized services such as **BENEFITS ENROLLMENT AND BILL PAY**

Non-authenticated online services such as **CHATBOTS, WEBPAGES AND OTHER TOOLS** to push out information

IT LEADERS PLAN TO INVEST IN KEY AREAS THAT WILL HELP BUILD ROBUST CITIZEN SERVICES AND FULFILL THEIR MISSION:

59.3%
Remote-work computing

44.4%
Database management

46.9%
Automation and self-service

38.3%
Cybersecurity

30.9%
Data storage modernization

But economic uncertainties are a major challenge:

70% of state and local HHS agency leaders say budget constraints are a top barrier to adopting new technologies

BUILDING A MODERN IT INFRASTRUCTURE:

Powering HHS modernization requires IT infrastructure that is secure, simple and scalable.

In an era of tight budgets, HHS agencies are looking for IT solutions that offer ROI but also enable innovation and provide flexibility for future growth.

Many agencies are investing in hybrid cloud platforms that can manage private and public clouds as one. This simple platform can govern and secure your applications across private, hosted and public cloud environments.

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The data in this infographic was informed by a recent Center for Digital Government/Nutanix survey of more than 80 HHS agency leaders in states, cities and counties.