TRANSFORMING GOVERNMENT

How to create a plan that's secure, sustainable, and streamlined

Transforming government processes starts with laying the right foundation for your organization's workflow. Many government agencies have embarked on transformation initiatives; however, there is still room for improvement to build a more stable foundation.

According to a recent Center for Digital Government (CDG) survey of 125 state and local government IT leaders, the top workflow and records management issue for CIOs is siloed systems that don't communicate.[1] These siloed systems can be a liability for agencies due to disparate security practices.

The purpose of this paper is to discuss three layers of digital transformation — security, sustainability, and streamlined operations — and how government agencies can enable a more seamless transformation effort.

SECURITY

While cybersecurity is often the top priority for state and local government agencies, only 26 percent of CDG survey respondents indicated they were "very confident" in the security of their print environment.

Security is a critical foundational piece to transformation efforts, but many government security initiatives only focus on the network and not end-point devices. Major security gaps arise when multifunction printers (MFPs) and other devices with varying, decentralized security mechanisms are connected to the network. This issue is exacerbated by the fact that the IT team is not always responsible for print and document management.

There are three security practices that can help kick-start transformation efforts: implementing role-based information access, protecting personally identifiable information, and ensuring end-user devices are secured. Government agencies need to implement administrative, technology, and physical controls and training to mitigate these risks. Let's take a closer look at each of these areas:

Implementing role-based information access:
Applying a role-based information access system limits the levels of information access different roles have across an organization. This is a critical first step in a government cybersecurity initiative.

To institute role-based information access, agencies should deploy tools that authenticate user identity; decide who can access specific applications and data and how they can use it; and help prepare for compliance audits by showing who accessed files and applications, made changes, printed copies, and transferred files to external storage.

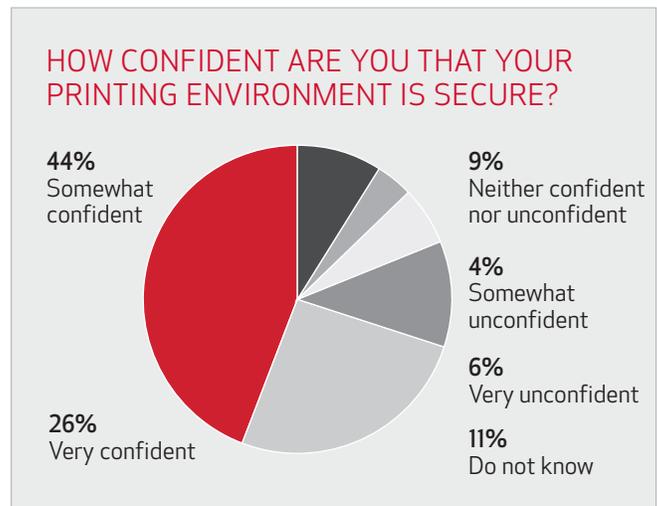### Digitizing and protecting personally identifiable information:
Systems and processes must be established to prevent personally identifiable information (PII) from being stored, shared, or printed in an unsecure manner.

As a starting point, agencies should have:
- Identity and access management (IAM)
- Role-based user access
- Single sign-on (SSO)
- Self-service password management on end-point devices
- Two-factor/multi-factor authentication
- Audit trails and logging software

Securing end-user devices:
End-point devices are vulnerable because many of them do not fall under traditional centralized network security controls.

HOW CONFIDENT ARE YOU THAT YOUR PRINTING ENVIRONMENT IS SECURE?

44% Somewhat confident

26% Very confident

9% Neither confident nor unconfident

4% Somewhat unconfident

6% Very unconfident

11% Do not know

For example, documents sent to a server-connected printer are stored in the printer's hard drive. Any connected device, including printers, can be an open port for hackers. Faxed or printed documents that remain in output trays before their intended recipient retrieves them are also a risk to PII. In a busy administrative office, these materials could be available to whomever happens to walk by.

Government agencies can secure end-point printers by deploying a print management system, enacting application policies for data that can be printed, and training employees on acceptable use policies. To help accomplish this, agencies using Canon's uniFLOW solution can store print jobs digitally in a secure centralized server and then interact with network printers to create jobs. This empowers the agency to establish rules-based output and policies that add efficiencies and reduce costs.

SUSTAINABILITY
The CDG survey found that 26 percent of government agency respondents are already working under a green environmental mandate. This may be the beginning of a growing trend within the public sector.

Focusing on sustainability helps reduce costs and increases organizational efficiencies. What does sustainability look like in transformation? For many, it means printing only what needs to be printed, when it needs to be printed.

A study from the USGS Water Science Board found it takes up to three gallons of water to produce every

IS YOUR AGENCY OPERATING UNDER A GREEN OR ENVIRONMENTAL MANDATE?

26%
Yes

23%
Do not know

51%
No
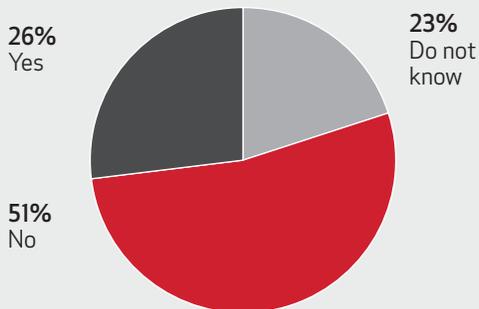
piece of paper printed,[2] which means each government employee uses the equivalent of up to 30,000 gallons of water per year.[3]

Government agencies that adopt a print management system allow agency employees to access common documents electronically. Printers can serve at the center of a new way to capture and store information, reducing the need to print at all. On Canon MFPs, paper documents can be scanned and recognized using software such as the Therefore™ Capture Client that will route documents through a secure, intelligent workflow.

A print management system can also make it easier for staff to print responsibly. With Canon printing solutions, agency and IT leaders can promote and achieve more environmentally conscious behavior with energy conservation.

STREAMLINED
Thirty-eight percent of CDG survey respondents said useful data is often inaccessible due to existing,

paper-based workflows. Streamlining workflows requires identifying processes that can be digitized and eliminating manual and repetitive processes. The use of scan and capture technologies instead of paper can help agencies serve citizens faster. They can also increase the accuracy of information and make information accessible anywhere.

When done correctly, workflow management can reduce operational costs, boost employee morale, and increase organizational efficiency.

For example, 48 percent of survey respondents said automation and workflow management simplifies employee workloads, while 44 percent said it reduces printing budgets. It also frees employee time for more critical tasks (37 percent), and helps achieve transparency (35 percent) and environmental objectives (19 percent).

CONCLUSION: GETTING STARTED
Government agencies across the country are focused on new technologies to help reinvent and transform the way they deliver services to constituents, but their efforts may fall short if they don't first focus on laying a stable foundation. Government agencies that focus on securing, sustaining, and streamlining their operations will have a foundation that can be used to realize new benefits.

Agencies should also keep in mind that cost does not always equal value. The CDG survey revealed that 40 percent of respondents feel that cost is the number one organizational barrier hindering their move from print-based to digital workflows. This could mean agencies might opt for lower-cost print options. But scrimping on security, quality, or other features can cost more in the long run. For example, failing to incorporate

STEPS FOR EVALUATING YOUR WORKFLOWS TODAY

1
IDENTIFY HOW DATA GETS IN YOUR SYSTEM
Does data have to be entered manually?

2
IDENTIFY THE FLOW OF DATA THROUGH YOUR SYSTEM
Once data enters your system, where does it flow? Does it have to be entered more than once?

3
IDENTIFY HOW EMPLOYEES INTERACT WITH YOUR DATA
Do your employees have to access data from disparate systems?

4
IDENTIFY POINTS WHERE DATA LEAVES YOUR SYSTEM
Do you have to print data to share with citizens? Can you email it?

security mechanisms and a rigorous security policy may result in security gaps that expose an organization to significant financial risk. Choosing lower-quality devices could require frequent replacements, adding to capital investment costs and an organization's carbon footprint.

STEPS TO CONSIDER:

1 Form a transformation working group
Engage stakeholders from different parts of your organization — including customer service agents, finance officers, and business unit managers — who represent the users involved in your daily workflows. Use this group to have a recurring conversation to identify, frame, and execute your transformation strategy. Use these meetings as an opportunity to elevate challenges to address and new ideas to test. At a minimum, assemble this group each quarter to have a regular dialogue.

2 Conduct a landscape analysis
Before you develop a transformation strategy, conduct a review of your agency's environment. This includes mapping all your managed services, software applications, and hardware down to your end-point devices, which includes printers. In addition to mapping the devices, it is also important to understand the business processes they support. Use this landscape analysis to benchmark your current devices and processes against changes you implement as a way to measure and track your agency's progress going forward.

3 Develop a strategy that secures, sustains, and streamlines your processes
After you assemble your transformation team and map your existing landscape, it's time to create a strategy to guide your transformation. A transformation strategy should be composed of at least three short-term goals and three long-term goals within each of the key transformation elements — security, sustainability, and streamlined operations. Short-term goals should be designed to be accomplished before your next meeting (i.e. one month to three months); whereas long-term goals should be able to be accomplished within a year. You can create goals by functional area or departments and assign them to corresponding transformation group members to provide additional ownership in the process.

4 Measure and adapt
As your transformation efforts progress throughout the year, regularly review and report on your progress with your transformation working group. Let each member that was assigned goals have an opportunity to share challenges, progress, and learnings. Sharing this knowledge as a group will allow you to keep information centralized and adapt quickly if you need to change direction.

TAKE THE PRODUCTIVITY CHALLENGE

For help with your transformation journey, Canon Solutions America has created the Productivity Challenge. The Productivity Challenge is an online self-assessment tool that helps organizations understand how they benchmark against industry optimized organizations in five key areas: Print Management, Document Distribution, Document Management, Accounting, and Sustainability. Take the challenge today at **http://bit.ly/productivitychallenge.**

Contact your Canon Solutions America Bid Support team today and help ensure responsible privacy and security practices for your government agency.

1. Unless otherwise noted, all data is from a Center for Digital Government survey of 159 state and local government leaders conducted in January 2019.
2. USGS Water Science Board / WaterFootprint.org | http://water.usgs.gov/edu/activity-watercontent.php
3. Mashable.com, http://mashable.com/2014/04/22/earth-day-paper-infographic/#wvEPSbSRukqn