

How No-Code Can Transform the Public Sector

Citizens now expect their governments to deliver seamless digital experiences, just like their favorite consumer apps and enterprise software. Learn how no-code platforms can help public institutions do just that.

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Today, people expect to be able to get what they need instantly and digitally, whether it's the new season of their favorite show, next week's groceries, or the next size-up of their kids' shoes.

Government services are no exception. People expect to be able to pay taxes and fines, access public benefits, and apply for a building permit digitally. And they don't know (or care) that a City agency issues building permits; a State authority handles health permits; and five to 10 other entities may be involved if they want to do something of even moderate complexity—like open a business.

The public sector faces unique challenges as it strives to meet this growing digital demand—legacy systems and disconnected processes across multiple levels of government, resource and procurement constraints, and a lack of tools to make digital service delivery better, faster, and cheaper.

A local buildings department might be able to improve the time it takes to review plans, but it has no control over how long it takes the water and sewer utility to approve a water connection, or for the local small business agency to process a loan request.

By connecting their processes digitally, local, state and federal governments can break down the barriers that have previously imposed hard limits on the speed, efficiency, and transparency of service delivery.

Connecting these processes digitally also enables rapid data transfer; eliminates unnecessary duplication of effort; and gives citizens and local officials visibility into where a service request is, and why it might be held up.

What other opportunities exist for digital transformation within the public sector? Better yet, which technologies can help solve some of the industry's most pressing issues?

From accessible citizen apps to improved operational efficiency, this eBook will demonstrate how no-code application development can help public institutions deliver compelling solutions with transformative implications.

Seamless Digital Experiences for Citizens



According to a national survey conducted by the Center for Digital Government in 2018, citizens today are beginning to expect the same high-quality digital experiences from government services as they do from the private sector.

In a survey published by Conduent, [61% of respondents](#) say that tech is redefining their behavior as customers, while 85% of respondents aged 18-34 said they'd like to interact with government services digitally. 62% of those surveyed said state governments need to experiment with new technologies.

Beyond simply accessing public services, people expect real-time updates, a fully digital interface, and personalized services on demand.

Digital platforms are helping private sector companies find new ways to create and capture value for consumers. By embracing digital transformation, governments can reduce operational costs and put tax dollars to better use, while also providing citizens with convenience and control over the services they need. Not only would this benefit citizens, but it would also benefit the public sector as a whole by providing better ways to collect data and serve more people.

Consolidating citizen information, for instance, could enable governments to customize service. Tracking capabilities on digital platforms could help citizens stay up to date on permit applications and licenses. They could also notify citizens of important changes to public regulations and safety conditions.

On every level, effective digital applications improve efficiency and help citizens stay more engaged in the mode they prefer. As customers' expectations evolve in the commercial space, so will their expectations for how they interact with the government—but meeting these expectations in the public sector has been no easy feat.

Barriers to Digital Transformation in the Public Sector

Although the benefits of adopting digital platforms are clear, government agencies remain slow to change.

A recent Gartner survey found that 18% of CIOs across local, state, and federal governments prioritized digital initiatives as a key component in achieving their mission outcomes this year, which indicates a growing interest. But despite the best efforts of many government organizations, the public sector faces unique barriers to digital transformation.

First, many government agencies operate with legacy technologies that are expensive to maintain and require time to phase out. This challenge is compounded by often-severe budget constraints, and salary caps that make it difficult to attract and retain talent. And the software engineers and other IT professionals who do choose the public sector often spend much of their time keeping legacy systems alive—or lurching from crisis to crisis.

Digitization of government services is exceptionally difficult given the various moving parts and stakeholders in the public sector. Public projects require collaboration between multiple agencies in order to ensure compliance and best practices. Governments must navigate stakeholder buy-in across a variety of entities, each using different technologies and operating in silos.

Consider affordable housing development. Developers must submit applications to various agencies at multiple levels of government for project funding, and they must contact the right people to ensure zoning entitlements are in place. They must engage separately with building and health departments for permits, transportation or highway departments for road or sidewalk work permits, and a whole slew of other departments that will conduct continuous inspections.

Without the appropriate technological tools to simplify project communication and delivery, bureaucracy can significantly slow the delivery of heavily in demand projects such as affordable housing.



The Public Sector's Reliance on Third-Party Firms

The many barriers to digital transformation in the public sector have caused government agencies to rely overwhelmingly on third-party consultancies to deliver digital services.

But while these third-party firms can help public institutions with the talent gap and the legacy technology issues they face, they're also incredibly costly, eating up huge portions of institutions' IT budgets and building custom software that doesn't meet their expectations.

In many cases, these public entities are then forced to utilize **commercial off-the-shelf (COTS)** software to complete projects and, ultimately, the patchwork end product suffers—while the public agency must still fund resources and implementation.

This is a huge waste of funding, as the majority of the project's budget has gone towards setting up the platform. Eventually, the once-new code will have to be refactored or replaced entirely, which likely means bringing in a new third-party consultancy, and the cycle continues.

So where does that leave a public entity hoping to avoid the resourcing headaches of traditional software development, the costs and uncertainty of third-party consulting, and the inherent limitations of off-the-shelf software?

Enter no-code.

What is No-Code?

A no-code application platform enables users to build complex applications with an intuitive, easy-to-use interface.

Instead of limiting the build phase of software projects to those who are trained as engineers, no-code empowers business users to build apps quickly and cost-effectively—without writing a single line of code.

The Benefits of No-Code for the Public Sector

A solution to the talent gap.

The hiring constraints and salary ceilings in the public sector make attracting talent difficult—not to mention the larger issue of IT talent shortages across industries. The solution here is not bigger budgets, but rather a technology platform that can empower existing employees and new hires to participate in the development process quickly and collaboratively.

Frees projects from dependence on expensive third-party consultants.

Instead of becoming dependent upon third-party firms to manage the development of applications, resulting in high costs and off-target functionality, no-code empowers employees to quickly build applications in-house. This saves agencies money while also providing them the freedom to create custom, purpose-built applications.

Prevents legacy code.

When you introduce new code into the equation, you automatically create a cost liability of legacy code maintenance down the road. With already limited budgets, the public sector can't afford to continue the cycle of ballooning costs to simply keeping existing services in use. No-code ensures that legacy code is never a future concern by removing code altogether and drastically lowering the barrier to evolving systems and making changes.

Flips the off-the-shelf model on its head.

No-code enables public agencies to design and build applications specifically for the services citizens need. Instead of hiring software engineers to adapt existing government services to fit a digital platform, you can empower the employees who truly understand service needs to be integral in building applications themselves.

More efficient stakeholder approvals.

Projects in the public sector are bogged down by multiple stakeholders and agency approvals, which require better visibility and communication. Because no-code allows users to skip back-end application setup and jump directly into the front-end, users can immediately create tangible products for team review and results. This results in better project management by allowing all parties to review earlier, faster, and in a more unified and collaborative way.

In Conclusion

Digital transformation is an ongoing imperative across industries, but the public sector in particular faces unique barriers that make delivering digital services especially difficult.

As government agencies face increasing pressure from citizens demanding better user experiences, a no-code development solution can help them deliver the solutions they need and continue to evolve as needs change.

Adopting a no-code platform can be cost-effective, efficient, and more importantly, it can help the public sector deliver better services to citizens.



About Unqork

Unqork is the industry pioneer no-code enterprise application platform that helps large companies build, deploy, and manage complex applications without writing a single line of code. Companies like Liberty Mutual, Goldman Sachs, and John Hancock are using Unqork's drag-and-drop interface to build enterprise applications faster, with higher quality, and lower costs than conventional approaches. To learn more, please visit www.unqork.com.

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