

# Embracing the Future: The Rise of Hybrid Work in Government



As government agencies continue to focus on their mission in a hybrid world, technology serves a critical role. Today's work environments require different solutions and processes to effectively facilitate remote communication, collaboration and information sharing.

Survey research from the Center for Digital Government (CDG) shows hybrid employees appreciate flexibility, and remote work continues to grow in popularity. How agencies implement technology and how well they position themselves for the future will determine their success.

## Insights into the Evolving Workplace

According to CDG research, states lead the trend in supporting modern work models in government. About three-fourths of state agencies enable hybrid and remote work, while only one-third of local agencies do the same.

Many remote workers have embraced their work-from-home arrangements, with 54% reporting increased use of dedicated home-office spaces.

A unified platform is key for modern communication and collaboration. Microsoft Teams and Zoom are the primary communication platforms among respondents, with video serving as the foundation for organizational connectivity.

## Communication Challenges to Address

To create smooth and effective communication, agencies must implement robust solutions while fostering personal connections that are often diminished by physical distance.

"You have some people in the office, and you have some people remote," says Anne Carrigy, CIO of Logitech. "You now have inequitable meetings because remote people feel like they're peering into a meeting room uninvited."

Inclusive solutions should ensure all meeting participants, regardless of their location, have an equal voice. Without the right reliable tools, gaps in communication will persist.

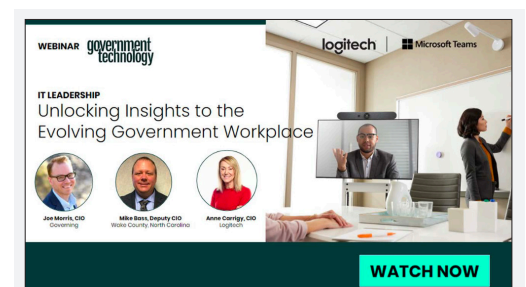
Forty-three percent of respondents reported facing connection and software issues, while just less than a quarter have required assistance to start meetings. Moreover, 25% said they struggle with optimizing video and audio settings, and 9% cited inadequate room lighting as a challenge.

Content sharing poses another hurdle, with 15% and 8% of respondents reporting difficulty with screen sharing and in-room whiteboard sharing, respectively. These issues emphasize the demand for more user-friendly and integrated conferencing systems.

**76% of state agencies support hybrid and remote work models.**

**43% of respondents face connection and software issues during hybrid meetings.**

**Nearly a quarter (22%) of respondents said they need assistance starting meetings.**



Watch the webinar to learn more about the trends shaping the future of government work, technology challenges and best practices.





To create an effective working environment, agencies need to provide private rooms equipped for videoconferencing and practical scheduling protocols to reserve meeting spaces. However, 30% of respondents said their conference rooms lack any video technology whatsoever. Additionally, 20% reported problems with room availability and scheduling.

## Creating Flexible Meeting Rooms

Hybrid operations become smoother when agencies use solutions capable of supporting and evolving beyond a bring-your-own-device (BYOD) approach.

IT teams often encounter a common scenario: Meeting rooms are equipped with basic hardware, including a display and a simple plug-and-play conference camera. This setup typically relies on employees to use their own devices to facilitate meetings, presenting limitations for hybrid work. It can also lead to technical problems that are difficult to diagnose and solve because devices are not consistent.

Transitioning from BYOD setups to rooms designed specifically for platforms like Microsoft Teams can help.

This approach simplifies monitoring and management for IT teams and standardizes the user experience for all rooms. By moving to integrated setups, agencies can provide a more efficient, equitable and engaging meeting experience for all participants, both in the room and remote.

"We are building our rooms in a standard fashion but also allowing people to come in with other ways to meet," says Mike Bass, deputy CIO for Wake County in North Carolina. This adaptability is critical because it allows agencies to maximize their technology investments and cater to the different needs of a diverse workforce.

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**Mike Bass**  
Deputy CIO  
Wake County, North Carolina

## Best Practices for Equipping Hybrid Workplaces

Without the proper solutions with robust capabilities, agencies cannot reach their full potential in a hybrid environment.

From cameras to meeting rooms, fully optimizing every component can seem daunting. Organizations must remember many features and specifications. However, investing in a few key capabilities can lay the foundation for powerful and future-ready operations.

“With the right technology, work can be done anywhere, at any time,” Carrigy says.

When it comes to properly equipping workspaces, size often determines needs.

- ✓ For smaller rooms, a single central display may suffice. But larger meeting rooms benefit from dual screens that can display remote participants and shared content at the same time.
- ✓ Display size should also be proportional to the room. Make sure everything is clearly visible from the seats farthest away from the screen. Audio should reach everyone in the room without overwhelming those near the speaker.
- ✓ In rooms for six or more people, consider cameras for the center of the table to improve visibility and audio clarity for remote participants. This helps bridge the gap between physical and virtual attendees. Larger rooms also require more attention to sound and microphone coverage. Use expansion packs or drop-down mics for comprehensive coverage.
- ✓ Larger rooms may also require more lighting to ensure all participants can be seen.

No matter the use of the space or how big it is, agencies must schedule regular maintenance checks for the equipment in all rooms. This should include software updates. Additionally, routine training for employees will make sure new technology is covered and everyone is on the same page. Staying on top of these tasks will help ensure a consistent experience across the organization.

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Anne Carrigy  
CIO  
Logitech

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Other features to deploy include:

- ✓ **Motorized pan/tilt/zoom cameras** provide for a natural, face-to-face experience.
- ✓ **Advanced camera systems** enable whiteboard sharing.
- ✓ **Data analytics tools** gather insights on technology usage patterns, meeting room occupancy and service requests to inform decision-making.

## New Hybrid Work Opportunities

Hybrid work models offer more than just flexibility; they provide the means to leverage technology for unique and impactful employee and public services. CDG research reveals that while traditional in-person communication remains popular, the use of virtual meetings and videoconferencing (currently used by 29% of respondents) is poised for growth, especially in scenarios where personal interaction is important.

“With technology, we can extend the reach of our services, making interactions more personal and building trust with constituents,” Carrigy says.

At a time when employees are hard to find, remote work also opens the possibility of hiring from a larger pool of candidates.

“We have people across the United States working for the county now,” Bass says. “It widens our net for attracting talent.”

As agencies continue to navigate the hybrid work landscape, the path forward involves not only overcoming the immediate challenges but also envisioning a future where technology is seamlessly integrated to support the diverse needs of employees and constituents.

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*This piece was written and produced by the Government Technology Content Studio, with information and input from Logitech and Microsoft.*



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Partnering with Microsoft Teams, Logitech delivers inclusive meeting experiences for teams everywhere. Our ecosystem of software, services, and Microsoft Teams Rooms-certified hardware simplifies deployment, management, and connectivity, fostering productivity in hybrid workplaces.

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