Identity Challenges: Common Questions

A Look at Government Agency Trust & Experience by the Numbers

Agencies must reframe outcomes in a more constituent-centric way. Government agencies can build trust by systematically identifying and resolving the root causes of customer experience challenges.

In a Deloitte survey of more than 150 current and former federal managers, 70% of federal managers indicated that their agencies deliver a service experience that is “equal in quality” with private sector expectations.3 Yet, a 2022 KPMG study on digital transformation found that government services have improved in the past 12 months [as of June 2023].

6.36 in the weighted sentiment ranking, falling below the U.S. average ranking of 7.68.

Understanding identity is central to establishing remote trust and providing a seamless and secure experience. Services should be easy to access and use. Simplicity is preferred. Agencies need to make it easy and secure for people to verify their identity.

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Top Priority Pillars: Trust & Experience

Government agencies earn and foster public trust by providing interactive experiences that are effective, efficient, and easy to use – while being fair, transparent, and protective of privacy.

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