Navigating Resilience

Key Insights for Public Service Leaders



The current situation for Public Service organizations

Risks for inflation, GDP decline, and recession are increasing, leading to greater government response and intervention.

0.8-2.8%

Potential increase in US inflation

0.3-3.9%

Potential fall in US **GDP**

\$200

Per-item duty on global postal shipments set to increase on June 1st \$4,900

Potential additional yearly costs for US households

Sources: Accenture research

Top leadership concerns

organizations will grapple with higher input costs (e.g., transportation, construction, healthcare) Economic Response- Inflation and increased cost of living

Rising Input Costs- Already resource constrained

may require governments to make recession-like responses. Operational Continuity- Global tariffs can lead to delays and

disruption in service delivery in areas like education, infrastructure and education Workforce Strain -uncertainty strains workforces, limiting

ability to scale without driving up wages. Data and Technology Gaps - lack of the right data and

seamless technology limit productivity and enhanced decisionmaking.

Resiliency will be the key differentiator for governments who can navigate this

What makes a resilient government?

uncertain economic and policy environment.

systems and shift to the cloud. Accelerate AI and automation efforts to modernize services, reduce, manual work, and drive organizational productivity Technology Resilience

People Resilience: Engage key

decision-making. Adopt more

leaders to facilitate rapid

agile ways of working in

Modernize legacy technology &

Technology Resilience:

operating model structures and organizational designs. Pivot to having the right people to the right work, while addressing the most urgent skill gaps across the organization. Strengthen engagement and change muscle.

Operational

Resilience

Government

Resilience

People Resilience

Supply chain resilience to drive strategic changes in sourcing and procurement. Infrastructure adaptability and process optimization. Financial Resilience

Operational Resilience: High-

services without disruption.

quality delivery of programs and

optimization. Evolving fiscal policy and the ability to prioritize investment based on outcomes.

Financial Resilience: Cost and

productivity reinvention focused

on budget, cost, and performance

economic and policy environment ahead. Consider no regret moves that will yield value regardless of how the tariff environment evolves.

Resilience for today and tomorrow

What to do **Now** What to do Next

Resilience across these dimensions is the key to responding to the uncertain

Optimize processes for Look across ecosystem and **Operational** greater efficiency invest in Public-private Resilience partnerships (P3) Build capability for ongoing Use agentic AI and simulation **Financial** and scenario modeling help scenario planning and Resilience capacity building to meet agencies reprioritize outcomes that matter investments Inventory the skills of your Build next-best-action **People** workforce today to identify capabilities through AI and Resilience critical vacancies, skill gaps upskill workforce accordingly and areas of redeployment across the organization Develop capabilities for Al-Assess data and systems **Technology** related to scenario plans enabled next-best-action Resilience developed

To learn more about how to turn resilience

https://www.accenture.com/us-en/insights/strategy/navigating-new-tariff-landscape-economic-impact

into a competitive edge visit: