

# How people work in the civil service

## Profile 1 of 6: ‘Behind the scenes’



“I have to be logged in to 4 or 5 systems at the same time to do an average case; being constantly logged out by them is frustrating and time consuming.”

‘Behind the scenes’ staff are the backbone of government services. Common roles in this profile are caseworkers and administrative assistants.

They work with documents and depend on often antiquated line of business applications. If the system goes down, they won’t be able to work.

They are often based in one office and don’t need to leave for their work. However, they may need to be mobile within the office, for example to assemble paperwork and meet with colleagues. They do lots of printing and scanning.

They need:

An easy way to sign into their computer and systems, so they don’t have to remember lots of passwords or write them on post-its.

Machines that run all their applications reliably without delays or crashes.

A single point of inputting information, so they don’t need to retype the same data in multiple databases.

To know how to use the technology they’re given, so they can work efficiently.

Open access to the internet (including video sharing sites) to further their learning and development.

Attributes

Cross-government interaction

■ ■ ■ Rarely

Work in different locations

■ ■ ■ Rarely

Urgent requests from others

■ ■ ■ Rarely

Working hours

■ ■ ■ Standard

Software needs

■ ■ ■ Bespoke, internal