



The IT leader's guide to reclaiming 30% of staff capacity

Stop triaging. Start resolving.

Public sector IT faces a resource crisis: balancing fiscal constraints against rising service expectations. But the real bottleneck isn't just money—it's the fact that your best technical talent is wasted on manual, low-value triage. “Modernizing” doesn't mean just “slapping on” point AI solutions. It means adopting an AI-first approach that can automate up to **80% of routine interactions**, unlocking strategic work.

Top 3 challenges Public Sector IT leaders face

Limited budgets and resources

Doing more with less is an everyday reality. Plus, your staff spend hours on repetitive, low-value work—from onboarding to password resets. Manual requests can waste **45 seconds per ticket**, a hidden cost that destroys team capacity.

IMPACT: Lower productivity, team burnout, low morale.

ACTION: Identify your top 5-10 repetitive request types and use savings data. Run a 6-8 week micro-pilot automating the requests and use savings data to build a business case for scale.

Increasing demand for digital-first services

Citizens and employees expect fast, consistent, Amazon-like self-service. Fragmentation, tool sprawl, and departments using different tools or paper processes cause repeated contacts for simple tasks.

IMPACT: High volumes of calls/emails for low-complexity requests (password resets, permit status, equipment requests); inconsistent experience across departments; accessibility gaps.

ACTION: Identify your top FAQs and consolidate to a single-source of truth service hub. Test an AI-powered self-service hub to deflect 80% of routine interactions.

Ensuring data security and compliance

Sensitive citizen data and regulation mean compliance is non-negotiable. AI pilots often stall when legal or security teams cannot see auditability or human oversight.

IMPACT: Compliance teams hesitate on AI because model outputs aren't auditable; logging and role-based access control (RBAC) are inconsistent between legacy and new systems; vendor responsibilities unclear.

ACTION: Require human-in-the-loop (i.e.: Agent oversight) for initial AI use cases, request vendor security attestations (for example: SOC2/FedRAMP and Star level 2 and ISO 42001, where relevant), and enable centralized logging before scale.



3 opportunities for strategic transformation

By embracing an AI-first resolution model, IT leaders can convert budget and personnel limitations into catalysts for service excellence.

Unlocking scale without staff growth

AI-powered self-service provides 24/7 support to employees. By shifting to an AI-first model, you can automate **80% of routine interactions**, saving **45 seconds per ticket**. This can recover thousands of staff hours for high-value strategic initiatives while providing faster, consistent resolutions for every employee.

AI-FIRST RESOLUTION WITH HUMAN OVERSIGHT

- **Autonomous resolution:** FAQs, request intake, status updates, and surfacing knowledge: AI-led.
- **Human review:** Sensitive matters like benefits eligibility, disciplinary matters, and legal-related issues.

Implement AI with governed integrity

The key to reclaiming staff capacity lies in trust and control. By making governance part of the architecture, organizations can move from small pilots to mission-scale resolution. Plus, your AI model matters. Choose a purpose-built AI, like [Zendesk AI](#), which is trained on **18+ billion service interactions**. That ensures that solutions are implemented ethically and securely.

AI GOVERNANCE IN PRACTICE

- Approved AI use cases
- Data sources allowed vs. excluded
- Human-in-the-loop thresholds
- Audit and logging expectations
- Escalation paths for sensitive employee requests

Unifying multi-department silos

Implementing an AI-first service desk spurs the opportunity to build a single-source of truth for your knowledge base. Select a vendor with ready-to-go templates so you can get up and running within weeks, not months. Low or no-code solutions enable you to move fast.

UNIFYING YOUR KNOWLEDGE BASE

- **Streamlined tools:** Connect employees' most-used apps directly into the agent's environment.
- **Single workspace:** Consolidate IT, HR, Legal and other functions into a single workspace.



See how DuPage County, with a resident population of 1 million, improves SLAs 95% faster with Zendesk AI.

With Zendesk Suite and AI, DuPage's internal service desk averages a near perfect CSAT thanks to faster employee response times.

[Read more](#)

The digital transformation checklist for IT leaders

To set your agency on a path to success like DuPage County, use this checklist to make sure you have the right foundations and strategies in place.

1. Eliminate the “manual triage” bottleneck

- Audit service logs to identify where staff are merely routing tickets instead of resolving them, then deploy intelligent triage to automate classification and routing.
- Shift performance goals from “ticket volume” to “autonomous resolution” to reclaim staff capacity and leverage AI copilots for faster, more accurate service delivery.

2. Audit for “tool sprawl” and silos

- Audit for fragmented processes where disconnected IT and HR data force employees to hunt for information, then unify these services onto a single platform so they only need to go to one place for support.
- Prioritize a unified workspace that provides full employee history for every interaction to reduce handle times.

3. Target high-volume, low-complexity “noise”

- Map your top 10 most repetitive requests, like password resets or status updates, for automated resolution.
- Deploy a governed knowledge base to deflect routine inquiries, allowing your team to focus on high-value projects.

4. Establish governance with “hard stops”

- Define clear rules where AI handles the intake but triggers an immediate hand-off to a team member for sensitive policy matters.
- Ensure total auditability by requiring AI-driven QA to monitor and log 100% of service interactions.

5. Evaluate total cost of ownership (TCO) not just licence costs

- Score potential solutions on “Day 1” readiness and ease of use rather than just the initial licensing costs.
- Prioritize no-code platforms that allow your team to scale services without requiring an “army of developers”.

Start your IT transformation today with Zendesk

A modern public sector Employee Service model typically includes a digital intake layer, AI-assisted triage, a governed knowledge base, human escalation for sensitive cases, and reporting for audit and compliance.

Partner with Zendesk to unlock innovative AI-powered solutions designed for the public sector. Together, we'll help you overcome challenges, optimize resources, and enhance citizen and employee services.

[Start free trial](#)[Contact us](#)The Zendesk logo is a large, white, lowercase word "zendesk" with a thick, rounded font. It is positioned at the bottom of the page against a dark background.