How Reducing IT Friction Can Boost Government Workforce Productivity
In a new survey of IT users and managers in the Federal Government IT Community, FedScoop identifies:

- The top IT factors impeding workforce productivity in government
- A sizeable gap between the devices workers use for work and the devices IT managers support
- Top opportunities for improving government worker productivity and trust in mobile devices
An online survey of FedScoop readers during April 2017 explored their use of computers and mobile devices to do their work.

The survey examined factors that cause friction and diminish productivity across devices and environments.

The research compared user and manager perceptions, as well as differences between government and industry productivity and access to solutions.

Of the 168 survey respondents:

- 58% work for government
- 42% work for industry in the government market
- 75% characterize themselves as users of technology
- 25% are IT managers
Government workers rely heavily on personal devices to do their work.

Among government IT users:

- $\frac{3}{4}$ use personal tablets to access information they need for work.
- $\frac{1}{2}$ use personal smartphones to access information they need for work.
74% of workers rely on personal tablets for work, but only 35% of managers support personal tablets in their organizations.

Gaps in support for workers’ personal devices create user friction and security risks.

KEY FINDINGS: SUPPORT AND SECURITY GAP

PERSONAL TABLET

74% of users, 35% of managers supporting

PERSONAL SMARTPHONE

49% of users, 35% of managers supporting

PERSONAL LAPTOP

33% of users, 23% of managers supporting

PERSONAL DESKTOP

24% of users, 21% of managers supporting
Some IT assets are significantly under-utilized at work

PERCENT OF GOVERNMENT IT USERS WHO USE DEVICES 1 HOUR OR LESS PER DAY FOR WORK

- 73% TABLETS
- 56% DESKTOPS
- 46% SMARTPHONES
- 23% LAPTOPS
Power IT users rely heavily on laptops and smartphones for work

PERCENT OF GOVERNMENT IT USERS WHO USE DEVICES 2+ HOURS PER DAY FOR WORK

- 77% Laptops
- 54% Smartphones
- 44% Desktops
- 27% Tablets
As many as HALF of government IT users experience impediments to productivity with their devices

1/2 EXPERIENCE “MODERATE-TO-HIGH LEVELS OF FRICTION” USING SMARTPHONES AND TABLETS

1 IN 3 GOVERNMENT USERS EXPERIENCE “MODERATE-TO-HIGH LEVELS OF FRICTION” USING DESKTOPS AND LAPTOPS AT WORK
Government IT users report higher levels of friction than their industry counterparts.

2X MORE FRICITION WITH DESKTOPS AND LAPTOPS

25%-33% MORE FRICITION WITH SMARTPHONES AND TABLETS
Government IT users most often report application-related issues that hinder their productivity.

- **82%** Work-issued devices don’t support the apps they need
- **64%** Can’t get access to all the apps they need
- **58%** Multiple password requirements hinder access to apps and info
- **56%** Applications aren’t optimized for mobile devices
Government IT users lose productivity because they can't get the apps they need

Government users are 4X MORE LIKELY than industry users to say:

"WORK-ISSUED DEVICES DON'T SUPPORT THE APPLICATIONS I NEED."

Compared with industry counterparts:

"I CAN'T GET ACCESS TO ALL THE APPLICATIONS I NEED."

NEARLY 2X AS MANY IT users in government say:
Network issues also hinder government productivity

GOVERNMENT IT USERS REPORT NETWORK-RELATED FRICTION WHEN ACCESSING INFORMATION FOR WORK

ONLY 1 IN 3 INDUSTRY IT USERS REPORT NETWORK-RELATED FRICTION.

TOP 3 FRICTION FACTORS

1. NETWORK AVAILABILITY
2. NETWORK SPEEDS/LATENCY
3. LACK OF WI-FI NETWORK RELIABILITY
66% of tablet users and 51% of smartphone users have low-to-moderate levels of trust in the security of their data.
POTENTIAL TO BOOST WORKFORCE PRODUCTIVITY BY REDUCING IT FRICTION
Less than ½ of government IT users say their organizations make Digital Workspaces available, regardless of which device they use.

The balance of government IT don’t have access to Digital Workspaces or aren’t sure if they are available for use.

KEY FINDINGS: PRODUCTIVITY POTENTIAL

Digital Workspaces present one approach to streamlining users’ experiences—and making more applications available—on a variety of devices.
HALF of government users who don’t have access to Digital Workspaces believe if they did, they could gain **4+ hours** of productivity per week.

- **51%** report **4+ hours** per week
- **28%** report **1 hour** per week
- **21%** report **1-3 hours** per week

4+ hours per week equates to more than **200 hours per year**, per user, in increased productivity as a result of Digital Workspaces!
Digital Workspaces top the list of things government IT users believe would make their digital experience more productive.

2 in 3 government IT managers and users ranked access to files, apps and data in a standardized, secure virtual work environment, regardless of location, among the top things that would make workers’ digital experience more productive.
Nearly 6 in 10 government IT managers believe a Digital Workspace that serves up a standardized environment, regardless of device or location, would make users more productive.

Managers “get” the value; users need to be educated on value and availability.

Government IT managers see the value of Digital Workspaces to improve productivity more than users do.

- **Users**: 36%
- **Managers**: 57%
Government IT users rely heavily on mobile devices for work, but limited use of apps suggests a missed productivity opportunity.

8 in 10 smartphone and tablet users in government are using 6 or fewer apps for work.
Sign-on issues remain a visible source of IT friction for government IT users—and an opportunity for improving access to information, productivity and security.

2 in 3 government IT users and half of government IT managers ranked single sign-on to all applications on their devices among the top three things that would make their digital experience more productive at work.
Digital Workspaces enable employees to get up and running with their devices faster

**INDUSTRY**
**1 DAY OR LESS**
nearly all of industry is able to get devices and applications up and running in one day or less

**GOVERNMENT**
**1 DAY OR MORE**
1/3 to 1/2 of government users report spending one day or more to get devices and applications up and running
Multiple factors contribute to the “IT friction” government workers experience on the devices they use for work:

- Work-issued devices don’t support, or can’t access, the apps they need
- Apps aren’t optimized for mobile devices
- Multiple password requirements hinder access to apps and info
- Network availability, speed and reliability slow productivity
Conclusions

Nearly 6 In 10 government IT managers believe workers would increase productivity, regardless of device or location, with a Digital Workspace.

Half of government IT users who don’t have Digital Workspaces believe if they did, they could gain four or more hours per week in productivity—the equivalent of about 200 hours per year, per user.
Conclusions

Virtualization could increase levels of government user trust in smart phones and tablets by providing a secure environment, regardless of location or device.

Educate government IT users on the availability of Digital Workspaces and opportunities to reduce friction and increase productivity by accessing applications securely, from any device or location.