

Feds on the Go:

Network Needs for Maximum Mobility

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Underwritten by:

BROCADE 

Mobile devices – and critically the infrastructure on which they run – are changing how Federal employees work. iPads are replacing notepads in conference rooms, coffee shops are becoming offices, and food truck lines are the best new place to stay current on email.

But while mobility certainly seems popular, it isn't the same everywhere or for everyone.

To better understand the complexity and range of today's mobile work styles, MeriTalk surveyed 209 Federal employees (GS-13 and above) who use mobile devices for work. The resulting **Feds on the Go** study uncovers how Feds are connecting on the go, the impact of mobility on their work styles, and what's still holding them back.

The report offers a **guide for IT executives** to better understand the mobile work styles of today's Feds, the impact of mobility on IT infrastructure, and offers recommendations on how to support mobility within their agencies.

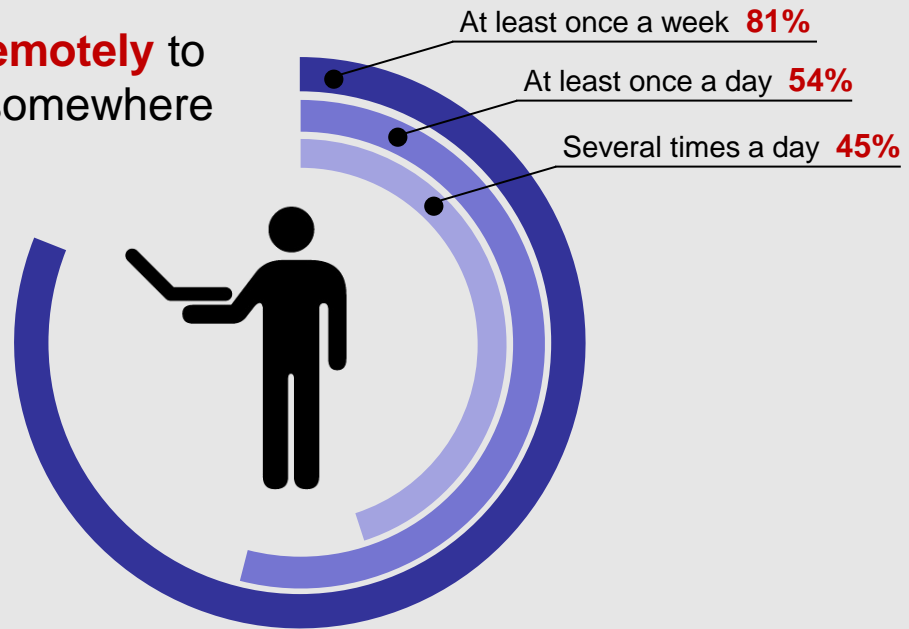


- The Federal workforce is on the go:
 - **81%** of Feds surveyed connect remotely at least once a week; **54%** at least once a day
 - Top connection methods: laptops (**88%**), smartphones (**53%**), and tablets (**19%**)
- Agencies, taxpayers benefit from Feds' mobility:
 - **Seven out of 10** Feds say their agency's remote connectivity and mobile access has changed their work style – increasing efficiency, availability, and engagement
 - The average respondent works full time, but spends an additional nine hours “connected” each week – checking their mobile devices for inbound communications
- But outdated infrastructure hinders mobile potential:
 - Feds estimate with seamless remote connectivity and mobile access, they would gain an average of **seven hours** of additional productivity per week, or nearly **\$14K** in productivity gains per mobile Fed per year*
 - Their biggest obstacles today: slow connections (**65%**), cumbersome security procedures (**57%**), and limited access (**43%**)

- Feds are on the move, unplugging from their hardline connection and using mobile devices to connect remotely

How often do you **connect remotely** to your agency's network from somewhere besides your work station?

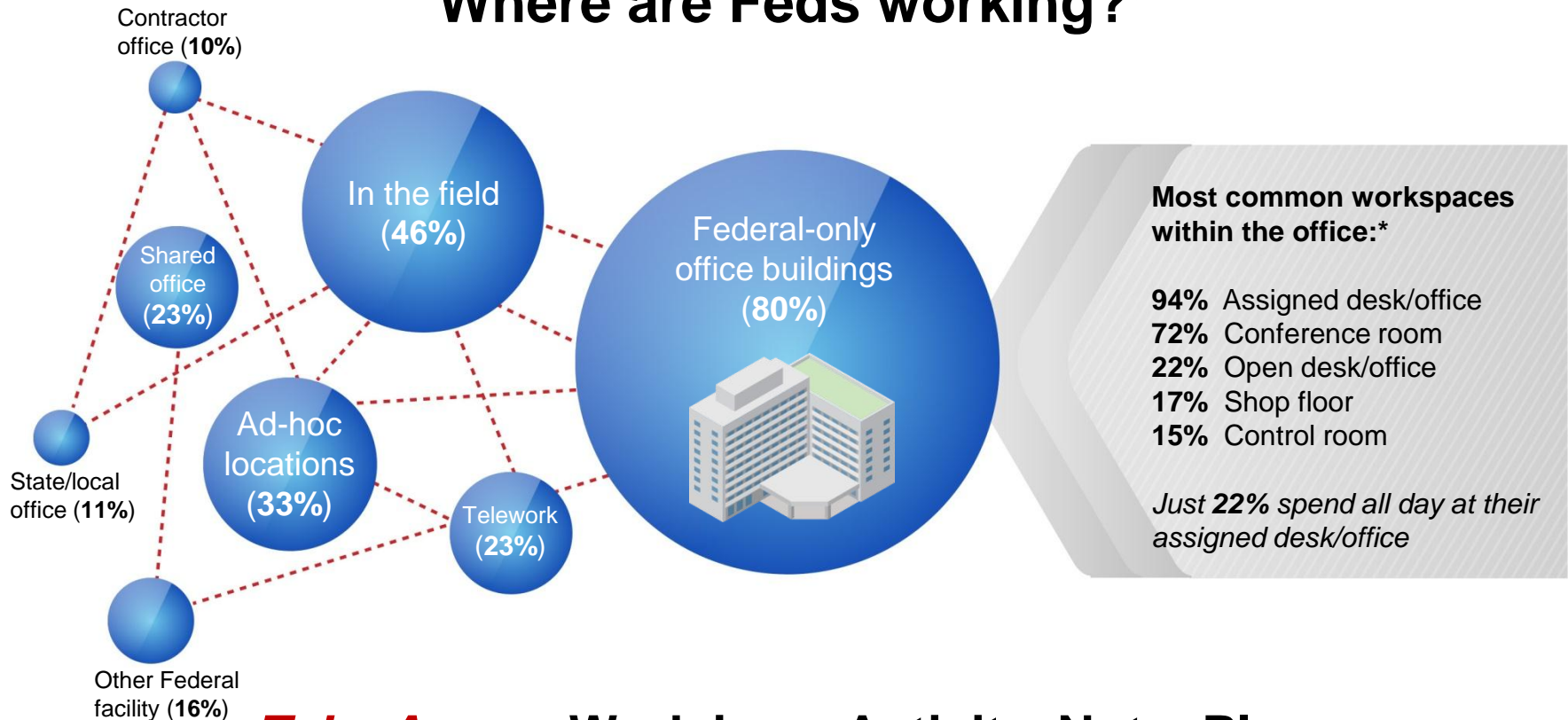
*Additionally, the average respondent works full time, but spends another **nine hours** "connected" per week – checking their mobile devices for inbound communications*



Take Away: More Mobile = More Available = More Productive

- Today's mobile Feds work from the field, telework centers, and a variety of workspaces within their office

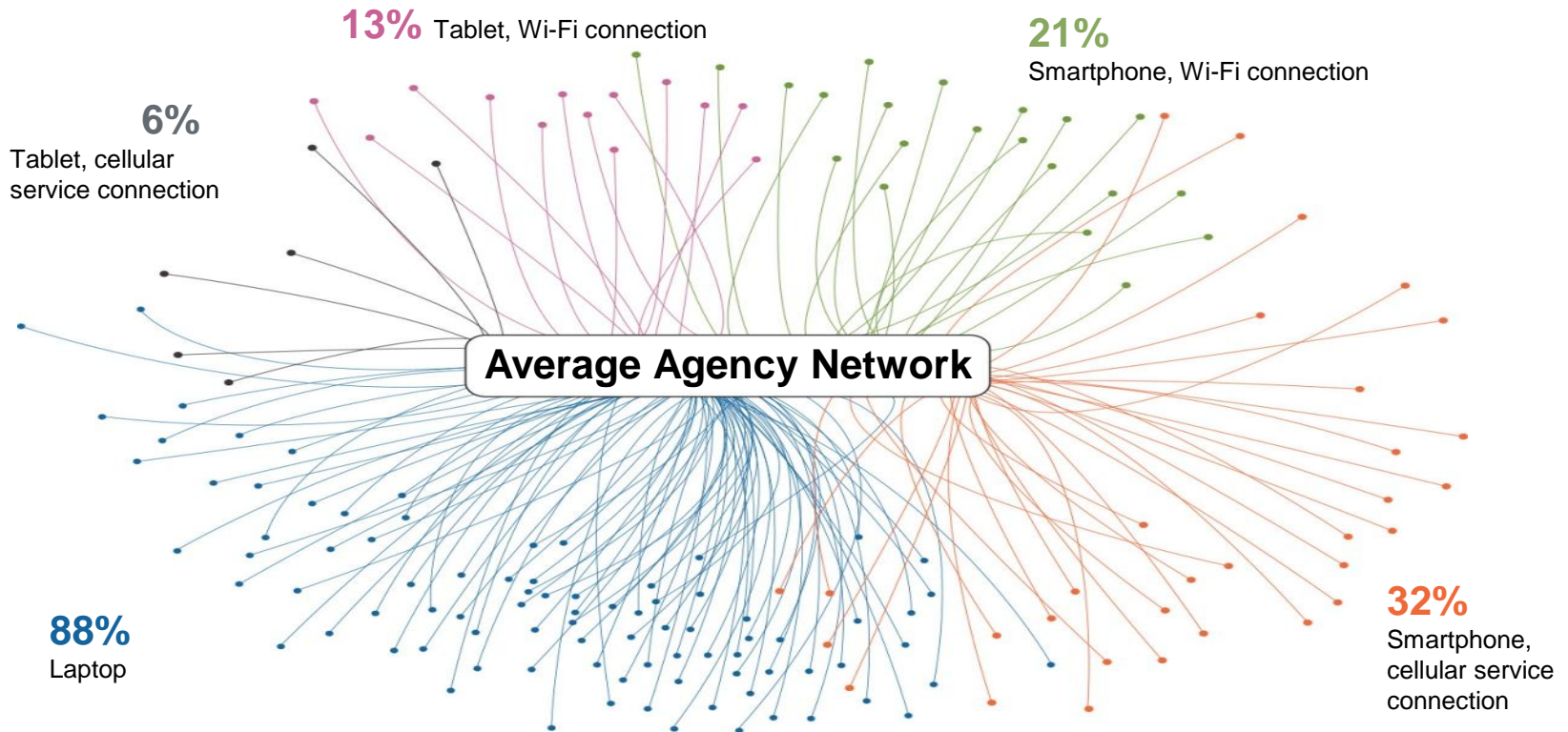
Where are Feds working?*



Take Away: Work is an Activity, Not a Place

- Feds rely on a combination of devices and mobile connections to stay in touch

How do you connect to your agency's network when you are not at your work station?



Take Away: More Options = More Communication

- Feds feel more efficient, available, and engaged thanks to remote connectivity and mobile access



7 out of 10 say their agency's remote connectivity and mobile access has changed their work style.

How?*

- ✓ I work more efficiently (45%)
- ✓ I feel more available to my team (34%)
- ✓ I feel more "tuned in" (28%)
- ✓ I collaborate with colleagues more frequently (28%)
- ✓ I can brainstorm with colleagues more easily (18%)
- ✓ I have a better relationship with my management team (13%)
- ✓ I have a better relationship with the people I manage (10%)

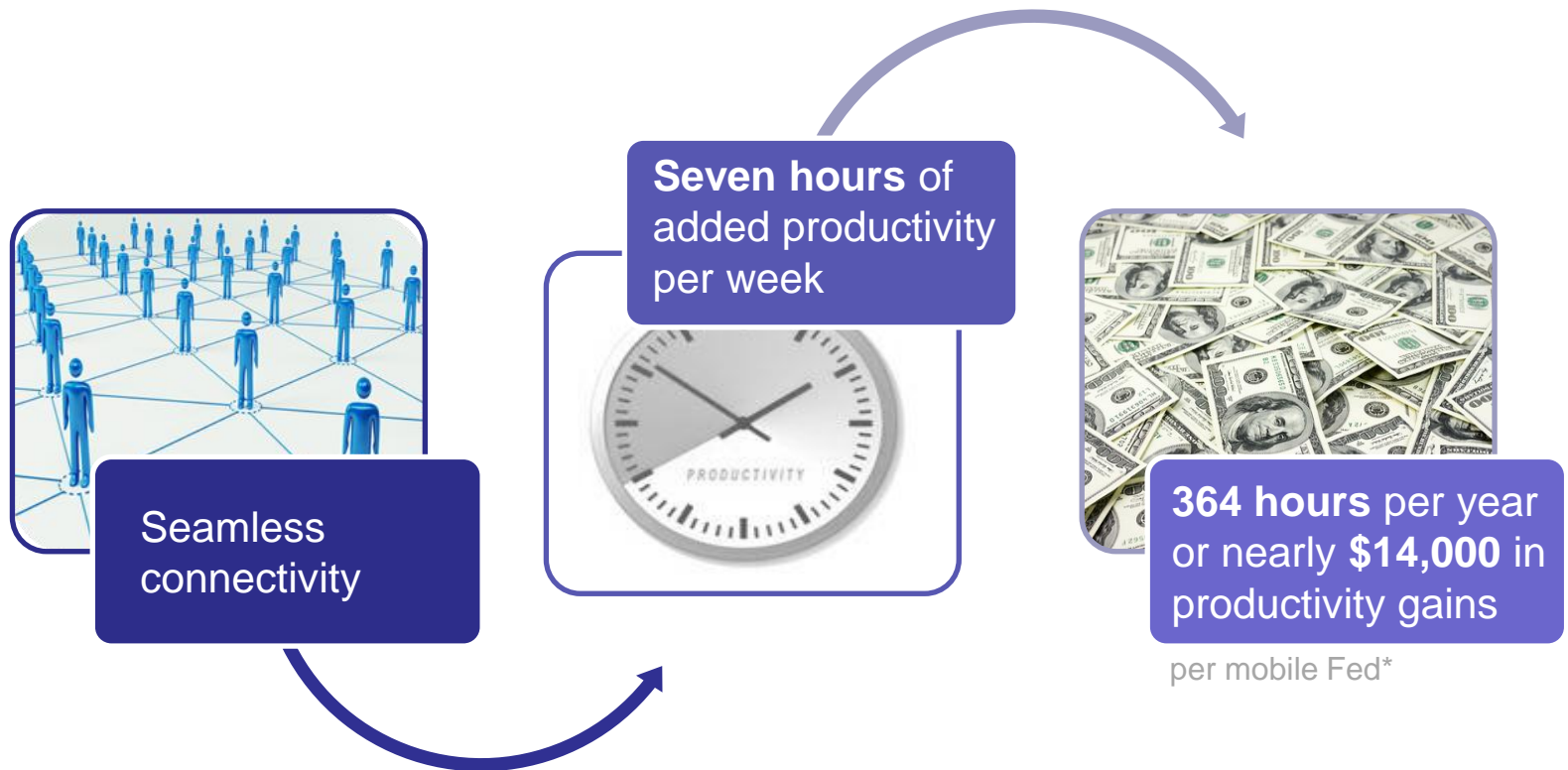
Remote collaboration by the numbers:

75% of Feds collaborate remotely with colleagues several times a week; 48% say several times a day



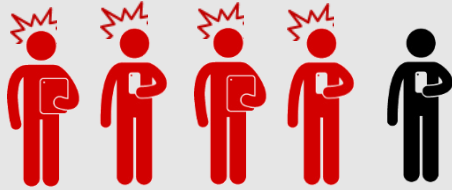
Take Away: Mobility Improves Work Experience and Output

- Feds estimate they would gain an average of seven hours of additional productivity per week by having seamless remote connectivity and mobile access to their agency



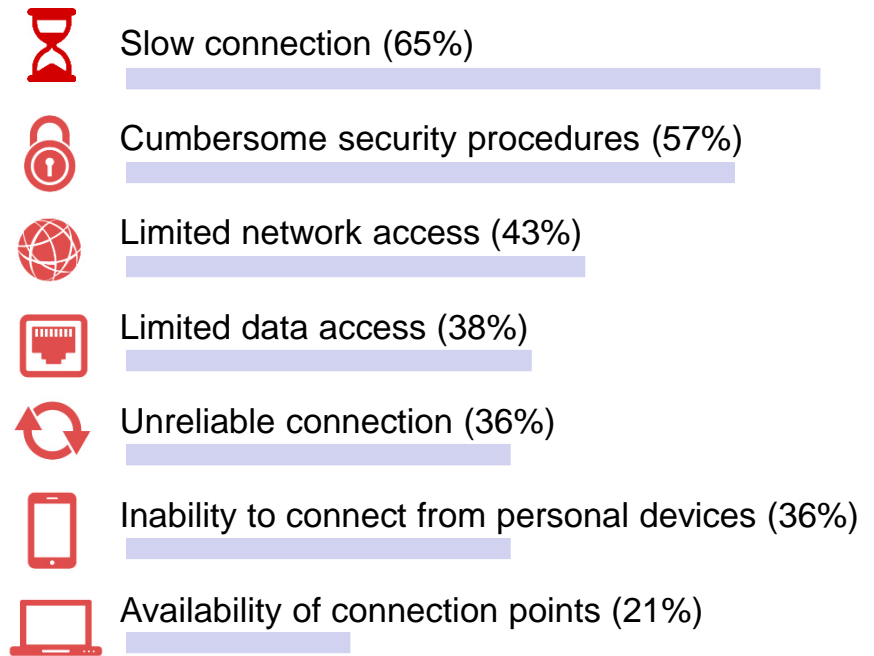
Take Away: Capitalize on Mobile Ambition

- Outpaced infrastructure frustrates Feds, limits mobility and connection options



Four out of five Feds (82%) are **frustrated** with their agency's current connectivity and mobile access offerings

Biggest frustrations:*



Take Away: Rethink Infrastructure Needs to Support Mobility 9

*Respondents asked to select all that apply

- Limited infrastructure leads to limited access, impairs the majority of mobile workers

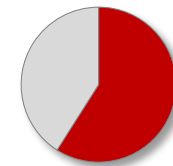
Limited access is a major cause of dissatisfaction among mobile Feds.

75% of dissatisfied Feds list limited access as a major frustration. Of those who are satisfied, just **28%** cite the same frustration.

Additionally, **70%** of Feds say they **cannot access** all of the information they need remotely.

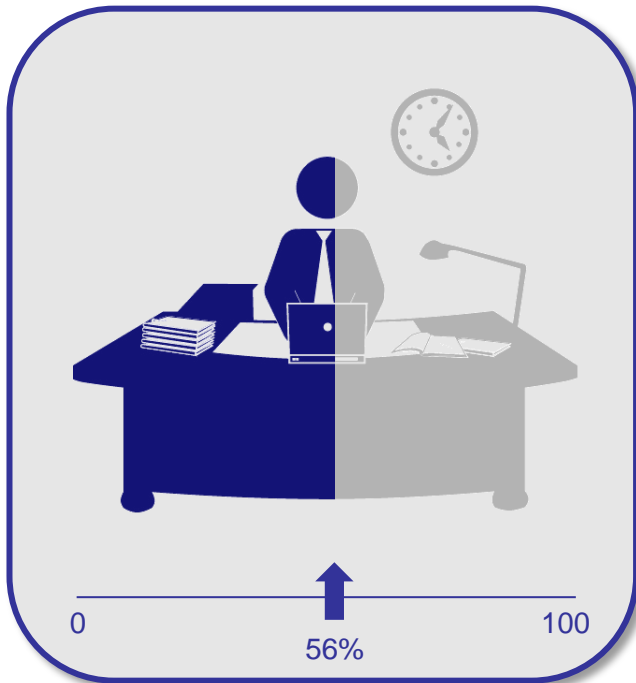
How much *can* they* access?

Just 59%



Take Away: Mobile Toolkits Require Robust Infrastructure

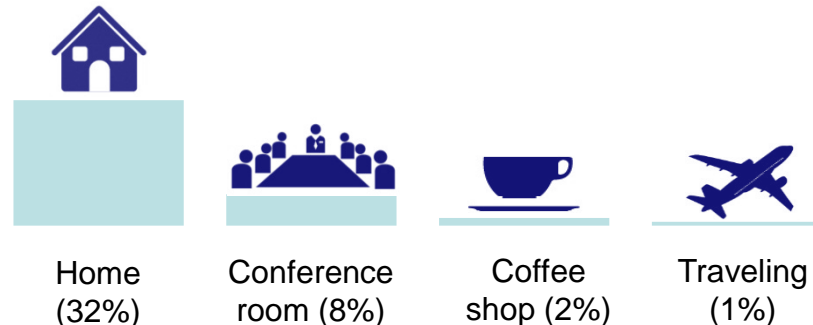
- Continued emphasis on traditional work locations may also hinder employee productivity



56% of respondents say they feel most productive at their desk.

Yet, **82%** spend the bulk of their day there.

Additional productive locations:



Take Away: Rethink the Measuring Stick

- Feds want to pick up and go, knowing they'll be able to connect quickly, easily, and to the information they need from any location

What remote connectivity options would make Feds more efficient?*

- ✓ **54%** Seamless connectivity regardless of location
- ✓ **51%** Improved network access
- ✓ **51%** Fast service
- ✓ 39% Streamlined security measures
- ✓ 38% Improved data access
- ✓ 32% Ability to connect from my personal devices
- ✓ 27% 100 percent uptime



Additionally, **54%** of Feds would prefer to purchase/ personalize their **own device** if given a fixed stipend



More than half of Feds surveyed would be willing to trade their desktop computer, happy hour, and/or dessert for seamless remote connectivity and mobile access.

Take Away: Revamp Infrastructure to Support Mobility Offerings

- Mobile work styles differ; get to know your preferences and those of your teammates. Personalities include:

The Curmudgeons



- Spends most of their time in the office
- Not likely to use a smartphone or tablet
- Not interested in purchasing a personal device*
- Feel most productive at their work station
- Rarely collaborate remotely
- Added productivity with seamless connection: **4 hours** per week

The Have Nots



- Feel most productive working from home
- Say the ability to connect from personal devices would make them a more efficient worker
- More likely to work from a conference room
- Added productivity with seamless connection: **6 hours** per week

The Moderately Mobile



- Connects remotely daily
- More likely to work from a control room or shop floor
- More likely to communicate via text
- More likely to say remote connectivity and mobile access has changed their work style
- Added productivity with seamless connection: **8 hours** per week

The Office Wanderers



- Collaborates remotely several times a day
- Likely to create and review content on a laptop or notebook computer
- Less likely to feel productive at their workstation
- Would trade desktop for seamless remote connectivity
- Added productivity with seamless connection: **10 hours** per week

Take Away: Use Mobile Styles to Educate Investment

- Each mobile work style relies on different elements of IT infrastructure

The Curmudgeons



- Rely on **traditional** infrastructure
- Maximize productivity with minimal technical glitches and limited trouble shooting

The Have Nots



- Rely on infrastructure that supports multiple **devices**
- Maximize productivity with seamless access to work documents from work and personal devices

The Moderately Mobile



- Rely on a **flexible** infrastructure
- Maximize productivity by encouraging active exploration of new mobile trends and mobile work styles

The Office Wanderers



- Rely on infrastructure that supports working from multiple **locations**
- Maximize productivity by enabling remote access from ad-hoc and novel locations with little or no prep work or set up time

Take Away: Many Mobile Users, One Seamless Infrastructure

- **Encourage mobility:** Partner with agency management to promote an office culture that enables employees to work where and how they are most productive. Focus on results, not location
- **Support mobility:** Get to know employees' mobile work styles. Determine what infrastructure updates would enable flexible, seamless connectivity and optimize employees' time online
- **Invest in mobility:** Invest in and deploy infrastructure improvements to deliver seamless connectivity, improved access, and increased speed of service. Justify investments with projected productivity improvements



- MeriTalk, on behalf of Brocade, conducted an online survey of **209 Federal managers**, GS-13 and above, in June 2013. The report has a margin of error of $\pm 6.74\%$ at a 95% confidence level

GS-level distribution:	
45%	GS13
31%	GS14
18%	GS15
6%	SES or equivalent

Agency type:	
68%	Federal Civilian
32%	DoD or Intel

100% of respondents use mobile devices for work purposes and connect to their agency's network remotely.

Age:	
2%	18-24
10%	25-34
10%	35-44
29%	45-54
42%	55-64
7%	65+

Federal government tenure:	
9%	Fewer than 5 years
13%	5-10 years
19%	11-20 years
30%	21-30 years
29%	More than 30 years

Thank You

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