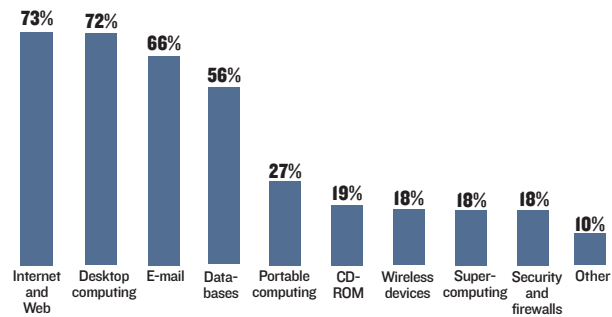


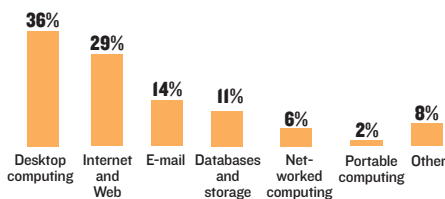
Web dubbed most important IT advance

What are the most significant advances in technology of the past 20 years?



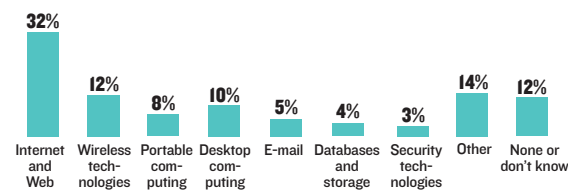
Desktop PC had biggest impact on government IT

Which technologies have had the most positive effect on government computing?



What's in the future?

Which single technology do you think will prove to be the most significant 20 years from now?

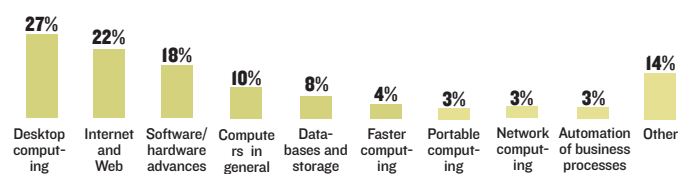


Most users are more productive

Has technology improved your productivity?



If yes, what technologies have helped most?



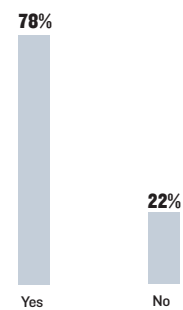
Users offer IT wish-list for future

What one major improvement or innovation in technology would you like to see in the next 20 years?

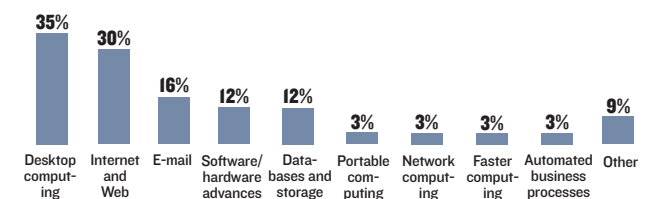
- ▶ Visual telephone systems
- ▶ Wireless desktop computing
- ▶ More reliable wireless technologies
- ▶ More secure wireless technologies
- ▶ More accurate speech-recognition systems
- ▶ More voice-activated computing
- ▶ Better security technologies
- ▶ Better, faster search engines
- ▶ Cheaper bandwidth
- ▶ Faster computing
- ▶ More data storage capacity
- ▶ 100% system uptime
- ▶ No software bugs

Most think IT has made job easier ...

Has technology made your job easier?



Which technologies have helped most?



... But for some, heavier workloads

If no, why hasn't technology made your job easier?

