

Date	Survey subject	Highlights
Jan. 27	CRT monitors	Dell Inc. monitors dominated the installed base, accounting for 68 percent of the survey sample. Gateway Inc. and Compaq Computer Corp. were next, at 22 percent and 20 percent, respectively. Gateway users gave their CRTs the highest marks for quality, with 90 percent rating them either excellent or good.
Feb. 24	E-mail policies	Almost all respondents, 97 percent, reported that their agencies had formal e-mail policies. Ninety percent said the policies include restrictions on personal use of government e-mail systems and 67 percent forbid the use of third-party or outside e-mail accounts. Users said their biggest e-mail problems or threats were spam (45 percent), confidentiality or security breaches (19 percent) and employee misuse or inappropriate use (9 percent).
March 24	E-records policies	Most agencies, 80 percent, have standards for managing and maintaining electronic records; 70 percent of managers polled said those policies are widely disseminated and understandable. More than three-quarters, 77 percent, said their agencies are converting paper records to electronic formats; 51 percent use records-management software. The paperless office is unlikely to become a reality, said 69 percent of respondents, citing the need for paper backup and difficulty of changing a culture used to paper records, among other reasons.
April 21	Public-key encryption	Just over half of managers polled, 53 percent, said their agencies use PKI. Of those whose agencies don't, only 21 percent said their agencies planned to deploy it in the next 12 months. Among current users, 53 percent said their use is driven by e-gov initiatives. More than a third, 38 percent, use the General Services Administration's contracts for PKI services.
May 5	Networking trends	Microsoft System Management Server was the top network management software, at 47 percent of the sample; Hewlett-Packard OpenView was next at 14 percent. Ethernet was the most common LAN technology at 41 percent, with Fast Ethernet and Gigabit Ethernet coming in at 35 percent and 23 percent, respectively. Thirty-two percent of current IObase-T Ethernet users said they planned to upgrade to IObase-T or Gigabit Ethernet. Most LAN administration, 84 percent, was handled in-house rather than outsourced, 16 percent.
May 26	Teleworking trends	Fifty-four percent of managers polled expected their agencies to meet the congressional mandate to offer all workers the option to telecommute by next year. Seventy percent of IT managers polled said supporting teleworkers was difficult to some degree. Ensuring data security (42 percent) was the biggest problem, followed by upgrading systems for teleworkers (20 percent) and standardizing equipment (16 percent). Seventy-three percent reported that less than a quarter of employees at their agencies telecommute. Only 20 percent of managers polled telework themselves, and 80 percent of them telework just one day a week.
June 16	IT work force trends	In an e-mail survey, 63 percent reported IT work force shortages at their agencies. The shortage was more acute at civilian agencies (67 percent) than Defense Department agencies (57 percent). Nearly three-quarters, 71 percent, believed that the government faces a critical shortage of IT workers. More than a quarter of those polled, 27 percent, planned to retire in the next one to four years. Asked if they would leave government for the private sector if the right opportunity arose, 51 percent overall said they felt committed to stay in government work. On the Defense side, 62 percent said they would stay, compared to 44 percent at civilian agencies.
July 7	Competitive sourcing	The Bush administration's competitive-sourcing initiative took a hit in this survey as 78 percent of respondents to an e-mail survey doubted that the program will make government more effective and efficient. Moreover, 79 percent agreed with some critics of the Bush initiative that it is largely an effort to outsource federal jobs to the private sector; 88 percent said that the use of OMB Circular A-76, the chief instrument of the competitive-sourcing effort, is having a negative effect on worker morale; 91 percent of Defense employees in the survey felt that way. Only 28 percent of those polled believed that government workers can compete on a level playing field with vendors under the A-76 format.
July 28	PC upgrade trends	The majority of IT managers in the survey, 63 percent, reported that their agencies have regular PC replacement or upgrade cycles; 52 percent put the cycle at three to five years; 42 percent one to two years. Fifty-nine percent reported that it had been a year or less since their last desktop upgrade. Nearly three-quarters, 74 percent, planned an upgrade in the next year.
Aug. 18	Project management	Only 15 percent of managers in the survey reported IT projects at their agencies were at risk of failure due to lack of effective project management. Seventeen percent described the overall quality of IT project management at their agencies as excellent; 52 percent good; and 25 percent average. Forty-eight percent said at least half the project managers at their agencies were qualified in terms of having professional certification or a track record of success; 24 percent put the number at three-quarters or more. Nearly half, 48 percent, said OMB's effort to require commercial certification of managers is necessary. But only 39 percent felt that the most important qualification is commercial certification; 93 percent cited sufficient experience, followed by a successful track record (81 percent). Also, 41 percent reported a shortage of qualified project managers at their agencies; 51 percent said there wasn't a shortfall.
Sept. 1	Operating systems	Microsoft Windows 2000 Advanced Server was the most widely used network OS in the survey sample (50 percent), followed by Windows NT Server (25 percent) and Novell NetWare (7 percent). In the next 24 months, 38 percent of managers polled expected Advanced Server to be their main network OS; 23 percent Windows Server 2003; 12 percent NT; 7 percent Unix; 6 percent NetWare; and 5 percent Linux. Windows 2000 Professional was the dominant desktop OS in the poll (63 percent), followed by NT Workstation 4.0 (15 percent), Windows XP Professional (14 percent) and Windows 98 (6 percent). Sixty-three percent of managers reported multiple operating systems running at their agencies; Unix was the most prevalent secondary system at 51 percent.
Sept. 22	Wireless technology	The majority of managers in the survey, 54 percent, said they used wireless devices, including cell phones and personal digital assistants, in the course of doing their jobs. Among users and non-users, 54 percent thought wireless devices weren't really important to doing their jobs; a third said they were somewhat important and only 13 percent said very important. Still, a majority, 52 percent, thought that wireless platforms would become more important in the future.
Oct. 13	Wireless security	Nearly three-quarters of managers surveyed, 69 percent, said security concerns were a major stumbling block to incorporating wireless technology into their agency's IT environments. Only 37 percent said they were comfortable with the current level of security for wireless products. Of those without any wireless technologies in their IT environments, just 21 percent reported plans to incorporate them. Among those using wireless systems, 20 percent reported the deployment of LAN technologies; 19 percent provided wireless access for remote users; 6 percent had Bluetooth cable-replacement systems.
Nov. 10	Mobile computing	A majority of managers in the survey, 60 percent, use notebook PCs when on the road or working at home, and 32 percent use handheld PCs or personal digital assistants when traveling. Only 15 percent reported that employees at their agencies were traveling more than they did three years ago, while 40 percent of respondents said employees were traveling less; 44 percent said staffers were on the road about the same amount of time. Most cited tight travel budgets (78 percent), cost-cutting (43 percent) or new communications technologies (48 percent) as reasons for reduced travel. Among those technologies, e-mail (80 percent) and videoconferencing (58 percent) were the most frequently cited by managers we polled.