

## How you and your colleagues responded to our 2001 surveys

Date	Survey	Highlights
Jan. 8	<b>Telecommuting</b>	18% of feds surveyed telecommute; 62% said their agencies permit employees to telecommute; about three-quarters of telecommuters work from home one or two days a week; 42% of those who don't telecommute would like to give it a try; and 47% of nontelecommuters think that telecommuting would improve their work efficiency.
Feb. 5	<b>E-mail use and trends</b>	95% use e-mail for daily business correspondence; 93% said it has improved their ability to communicate effectively; 47% said e-mail often replaces face-to-face meetings; and 79% said it has replaced paper letters or memos. In addition, 59% use e-mail instead of the phone and 62% forgo the regular mail for e-mail. 39% have three or four e-mail accounts.
March 5	<b>IT work force shortage</b>	59% said their agencies suffer from a shortage of IT staff. The Office of Personnel Management's special pay initiatives will help retain IT workers, 42% said. Feds cited higher pay (73%), more training programs (45%), simplifying the hiring process (38%) and offering retention bonuses (37%) as ways to alleviate the shortage.
April 2	<b>PC product preferences</b>	PCs from Dell Computer Corp. held a hefty 44% share of the sample base; Compaq Computer Corp. machines came in a distant second at 13%. 61% had Pentium III PCs; 39% use PCs with processors rated between 600 MHz and 1 GHz.
April 30	<b>Upgrading PCs</b>	49% of IT managers surveyed use GSA schedule contracts to buy PCs; 18% use government acquisition contracts. 72% said their agency's upgrade cycle is three to five years; 21% said one to two years. Microsoft Windows NT Workstation was the dominant desktop operating system in the sample with 46%; Windows 98 was next at 25%.
May 21	<b>Laser printers</b>	Hewlett-Packard Co. laser printers had a lock at 85% of respondents, followed by printers from Lexmark International Corp. (7%) and Minolta-QMS Inc. (6%).
June 4	<b>Online training</b>	Nearly two-thirds of feds surveyed have taken classes via the Internet; the majority of those classes (75%) were self-directed and self-paced. 71% said their agencies offer some form of online training; 25% said agencies that don't offer online training were likely to do so in the next 12 months. 57% said online training is at least as effective as other training; 43% said it is less effective. Lack of personal interaction with instructors and students was the biggest drawback (61%); being able to take instruction anytime, anywhere was the biggest plus (72%).
June 25	<b>IT management</b>	Only 37% said a federal CIO position would provide the sort of IT leadership the government needs; 9% thought a fed CIO might help. The top six challenges today for IT management are strengthening security (40%), hiring and retaining computer specialists (38%), refreshing technology (38%), getting sufficient funding for IT (27%), keeping up with user needs (26%) and ensuring effective IT investment (19%).
July 16	<b>Outsourcing</b>	Many feds (63%) said there is more pressure to outsource IT today. 64% said their agencies outsource at least some technology functions or services, including help desk (60%), desktop support (47%), training services (44%), network support (39%), application development (31%), database development and support (31%), and Web-page development and support (27%). 60% said it was not likely that their agencies would take a seat management approach.
July 30	<b>A-76</b>	Only 21% said their agencies had conducted any OMB Circular A-76 studies. Of these, 53% reported that the study had taken at least six months; 21% longer than 18 months. For 65% the outcome was a public-private competition; contract awards were divided 50-50 between in-house organizations and private companies.
Aug. 20	<b>Security</b>	Feds worried most about viruses and other malicious code (43%), followed by hackers (25%), user indifference (18%) and unauthorized access (5%). 96% said their agencies have formal security policies; 57% said those policies are very effective; 38% said they were somewhat effective.
Sept. 10	<b>LAN management and technologies</b>	Ethernet (56%) and Fast Ethernet (31%) were the most-used LAN technologies. Network managers also reported using Fiber Distributed Data Interface (24%), ATM (22%) and Gigabit Ethernet (17%). 35% of all users said they planned to migrate to Gigabit Ethernet in 24 months.
Sept. 24	<b>Network operating systems</b>	More than half (56%) of IT managers said their primary network OS is Microsoft Windows NT Server; Novell NetWare had 21% of the sample, and Microsoft Windows 2000 Server or Advanced Server 16%. But 63% expected to migrate to Win2000 Server or Advanced Server within 24 months. Projected NT use was 17%, NetWare just 10%.
Oct. 22	<b>Servers/LAN hardware</b>	Servers from Compaq Computer Corp. were the top choice for network managers (36%) with Dell Computer Corp. machines a close second (33%).