

# STATESCOOP 2015 MOBILITY STUDY



UNDERWRITTEN BY



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## ABOUT THIS SURVEY

### The Question

Have state government agencies made mobile technologies and solutions a top priority and, if so, do they have the necessary strategies and resources in place to create a true mobile ecosystem capable of providing improved agency performance and citizen services?

### The Survey

This survey assesses current perceptions and plans for leveraging mobile technologies at the state level to improve agency performance and provide new, innovative citizen services.



## OUR APPROACH

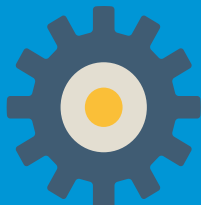
StateScoop surveyed 470 IT executives from state government agencies across the country, including Chief Information Officers, Chief Technology Officers, Chief Operating Officers, Chief Information Security Officers, Deputy Chief Officers, Senior IT Directors and Senior Engineers.





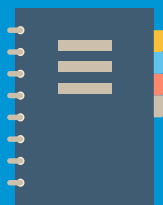
## COMPONENTS OF A MOBILITY STRATEGY

Systems, hardware and processes dominate agencies' current mobility strategies, among 8 focus areas.



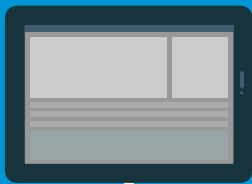
#1

Systems/Hardware



#2

Processes



#3

End User Devices



#4

Social Tools/  
Apps

## TAKEAWAY

Government agencies remain focused on infrastructure, indicating mobile technology adoption rates may not be as strong as in the commercial sector.



Systems/Hardware



Strategies



End User Devices



Processes



Experiences



Connected Products



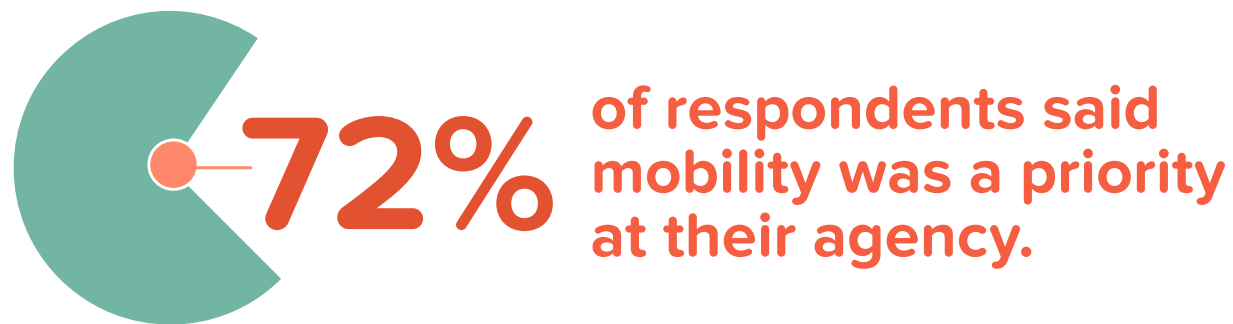
Cloud



Social Tools/Apps

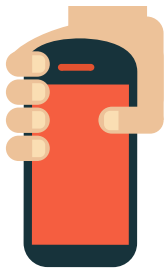


## MOBILITY REMAINS A TOP PRIORITY FOR MOST AGENCIES



### TAKEAWAY

Government clearly sees the promise of mobility and the vast majority of agencies want to take advantage of the capabilities mobile technologies provide.



## FORMALIZING A STRATEGY FOR MOBILITY

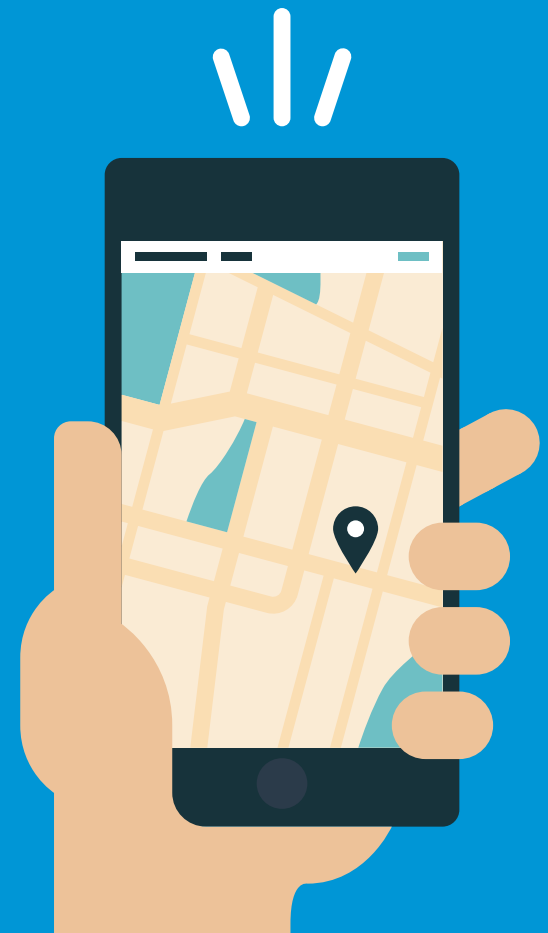
Mobility is clearly a priority, but more must be done to develop roadmaps to ensure strategy success.



Only **57 PERCENT** said their agency has a formal mobility strategy.

## TAKEAWAY

Government IT leaders may understand the advantages that come with adopting mobile technologies, but many are unsure what strategies and technologies would best help them achieve their mobility goals.





## WHO'S LEADING MOBILE STRATEGY?

1/2

report that their agency CIO  
Office leads their mobility  
strategy.



1/3

don't know who is leading  
their agency's mobile  
strategy.

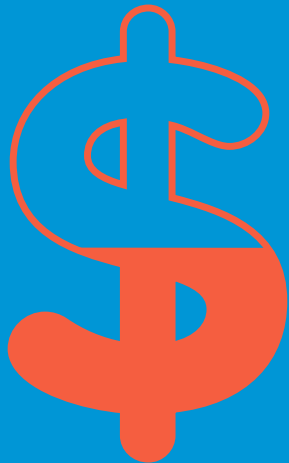


## TAKEAWAY

When it comes to mobility requirements, plans and strategies, there is a disconnect between IT leadership and user organizations.



## FUNDING PRIORITIES



**NEARLY HALF**  
of respondents said their agency's  
IT and mobile budget is insufficient.



**ONLY 3 OUT OF 10**  
respondents said their agency's IT  
and mobile budget is sufficient.

## TAKEAWAY

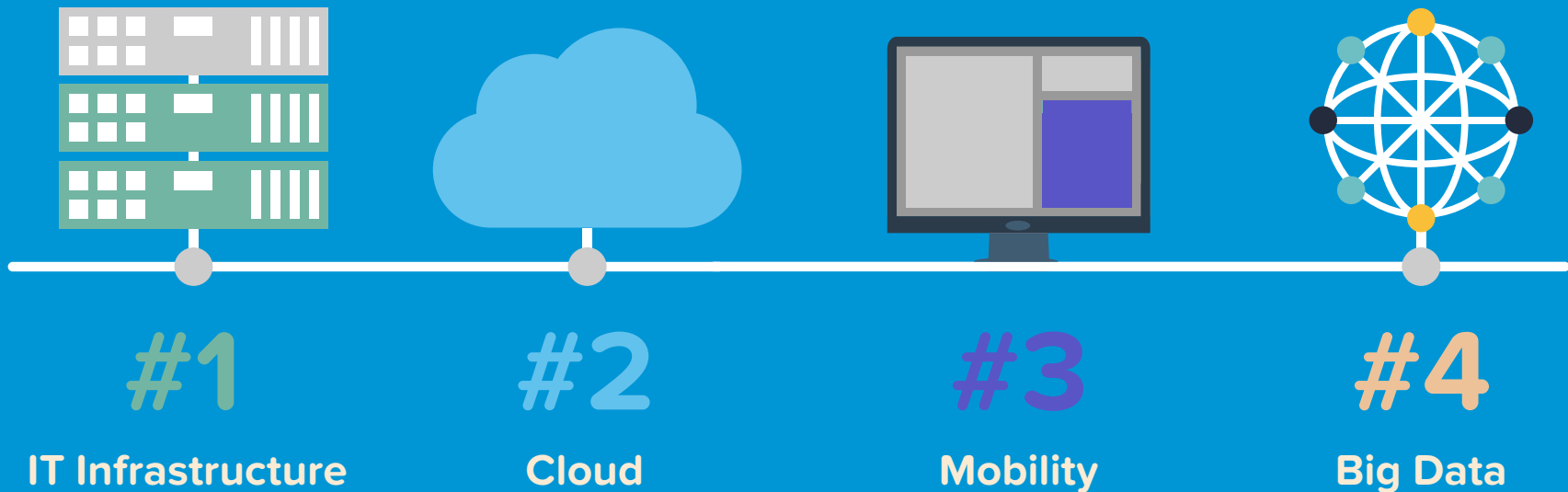
Mobility may be an emerging business  
driver for agencies, but government  
budget priorities do not reflect that reality.





## MOST IMPORTANT IT PRIORITIES

Mobility remains one of the top three priorities for agencies, close behind IT infrastructure needs and cloud adoption.

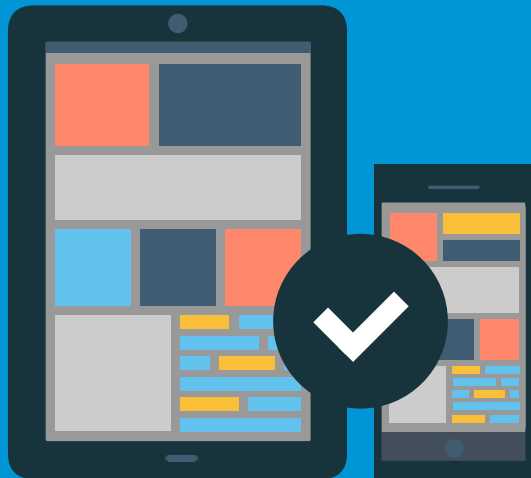


## TAKEAWAY

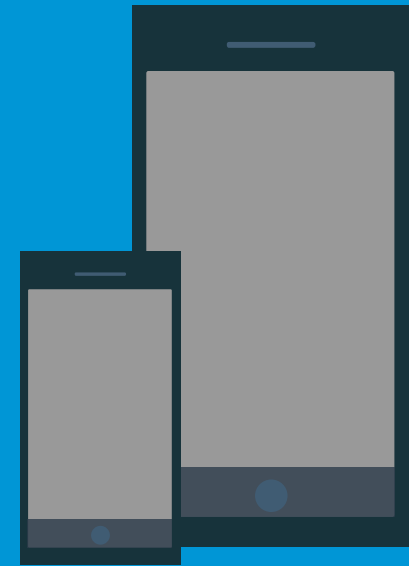
Mobility will need to grow if agencies want to create a complete mobility ecosystem. Security remains a significant driver of government priorities.



## LEVERAGING MOBILE APPS



**55%**  
OF RESPONDENTS  
REPORT THEIR AGENCY  
USES MOBILE APPS.



## TAKEAWAY

Lack of strategy, competing budget priorities and security concerns mean many agencies have yet to take advantage of the growing world of mobile apps.



## LEVERAGING MOBILE APPS

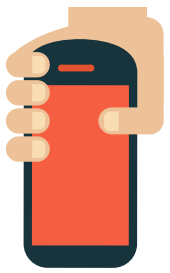
Case in point:  
FEMA's mobile app offers an example of how an agency can pull together data streams from multiple sources, helping agency employees, first responders and the public make better decisions during emergencies.



## TAKEAWAY

State agencies can gain added efficiencies and improve effectiveness by partnering with other government agencies and sharing app development.

More at: [www.fema.gov/mobile-app](http://www.fema.gov/mobile-app)



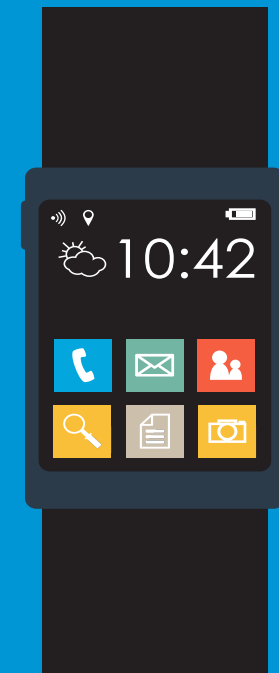
## WEARABLES

**1 IN 4** respondents said they are interested in wearable or sensor-based devices for use at their agency.



## TAKEAWAY

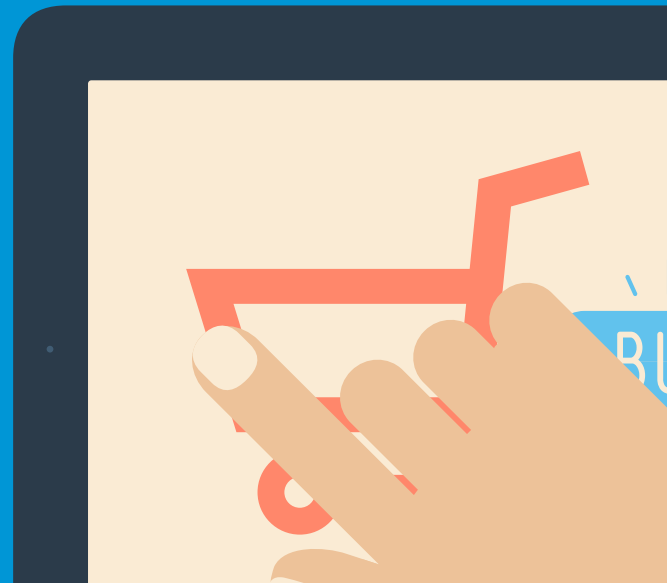
IT leaders need to get ready for the growing amount of wearables and sensor based devices on their networks, with smart network management tools.





## AGENCY-ISSUED DEVICES

**3 OUT OF 10** respondents say half or more of employees at their state agency carry two or more mobile devices to comply with on-the-job use restrictions.



## TAKEAWAY

State employees would be more productive with a simpler, single mobile device solution.



## PUBLIC WIRELESS RESTRICTIONS



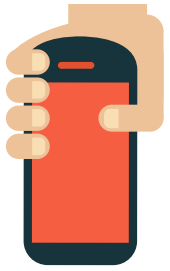
**6 OUT OF 10** respondents say agency-issued/managed mobile devices are allowed access to public wireless networks.



**1 IN 4** respondents said mobile devices aren't allowed on public wireless networks.

## TAKEAWAY

State agencies need to continue supporting anytime, anywhere access, but institute greater safeguards against security and data breaches.



## WIRELESS CONNECTIVITY



**3 OUT OF 4** respondents say their agency currently provides wireless connectivity.

## TAKEAWAY

State agencies already see the value of investing in wireless connectivity for their employees. The challenge is how to enhance the utility and performance of their wireless networks.





## MOBILE DEVICE GROWTH



# 2 out of 3

respondents anticipate, or are experiencing, growth in the number of mobile devices on their network.

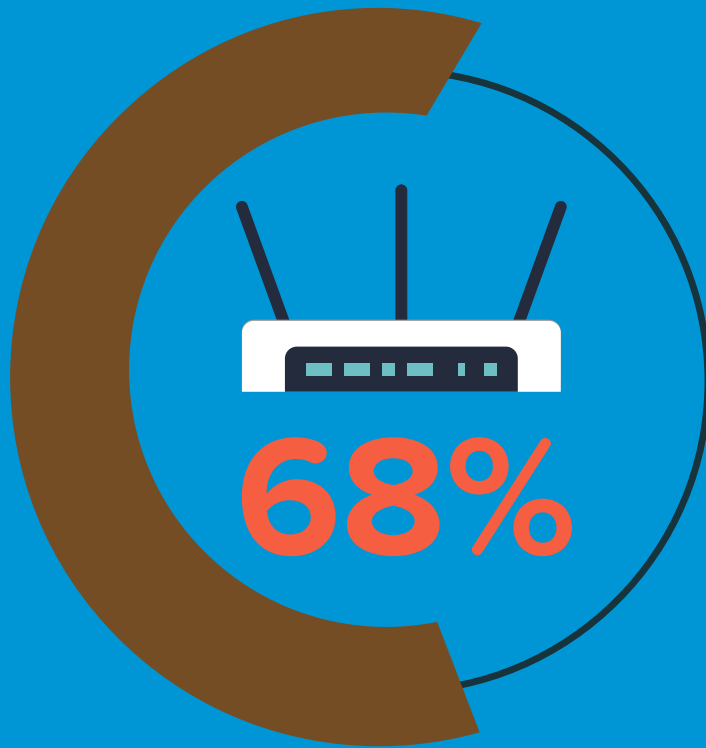
## TAKEAWAY

IT leaders need to get ahead of the growing number of devices that must be managed on their networks.





## ON-PREMISE WIRELESS PERFORMANCE



**NEARLY 7 OUT OF 10**  
respondents (68%) say users 'often complain about wireless performance' on their agency networks (including dead spots, disruptions).

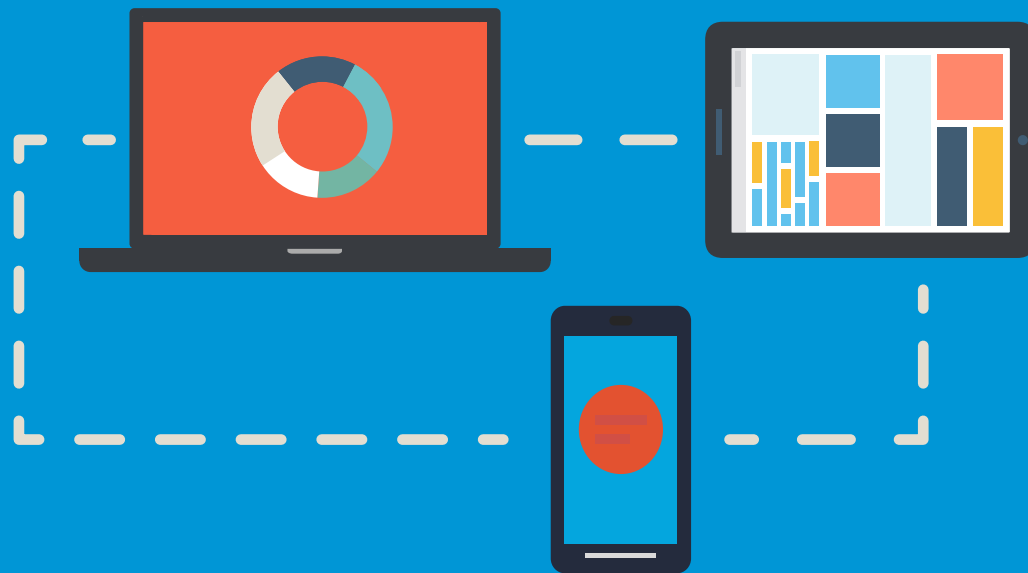
## TAKEAWAY

IT leaders also need help to improve the reliability and performance of their wireless networks.



## NETWORK MANAGEMENT TOOLS

**NEARLY 2/3RDS** of respondents say their agency is using multiple tools to manage their network.

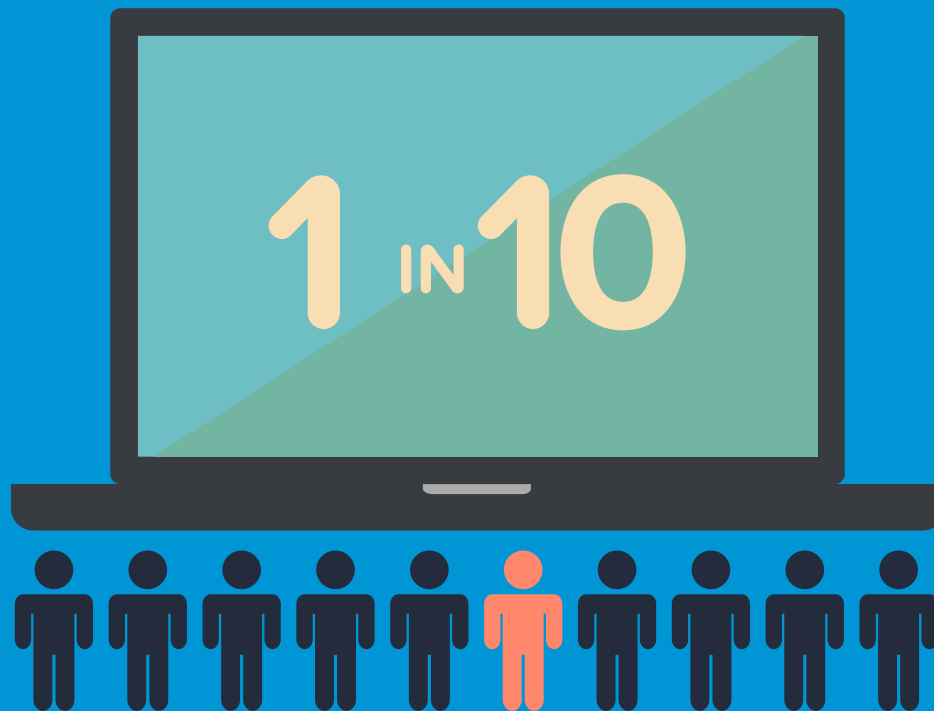


## TAKEAWAY

Agencies need a more streamlined, cohesive approach to manage their networks. Too many management tools lead to increased costs, complexity and security risks.



## SOFTWARE-DEFINED NETWORK READINESS



**ONLY 1 IN 10** respondents (11%) say their agency's current network is ready for Software Defined Networking with tools like OpenFlow support.

### TAKEAWAY

Most agency executives remain unfamiliar with the potential of software defined networking as a tool to streamline their network operations.



## TOP MOBILE CHALLENGES

1/2

of state IT leaders say security is their agency's top challenge with mobility.



#1

Security



#2

Culture



#3

User  
engagement



#4

Budget

## TAKEAWAY

Security remains the number one challenge for agencies as they develop a mobile strategy.



## TOP MOBILE BENEFITS

### PRODUCTIVITY RANKED #1

in importance among the benefits state IT leaders associated with agency mobility.



## TAKEAWAY

State IT leaders have a strong business case for investing in mobile: It enhances productivity, improves continuity of operations and lowers costs.

## CONCLUSION

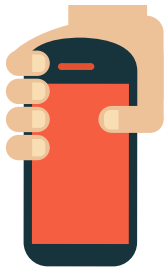
State IT executives tell us:

- Mobility is a high, or mid-level priority for 72% of them
- But only 57% say their agencies have a formal strategy
- And nearly HALF say they don't have sufficient mobile budgets
- Yet the number of devices accessing networks keeps growing, as do the security risks
- While user complaints about performance remains high

State agencies see the benefits of investing in mobility but need help, and more cost effective tools, to manage mobile network growth.

The pay off potential, however, remains high—through increased employee productivity, reduced long term operating costs, and improved citizen services.





## TOP 3 THINGS YOU NEED TO IMPLEMENT A SUCCESSFUL STRATEGY

# 1 ACCESSIBILITY

The number of devices accessing networks keeps growing, as do the security risks. BYOD poses additional challenges for IT administrators looking to tackle security, governance and network management when employees are allowed to use their own personal devices on the network.

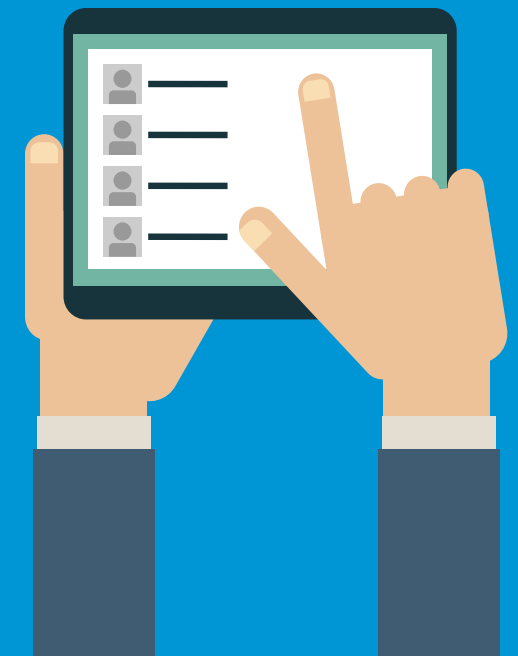
### Recommendations

Select devices that take security risks into account and incorporate enterprise-ready features to make IT administration easier, such as HP's [Elitebook series](#) of business-class notebooks.

Have the right tools to know who is accessing your network and what users are doing in order to keep data secure, quarantine threats and prevent leakage of sensitive information.

Have a scalable and manageable wireless infrastructure that meets the ever-growing demand of wireless devices.

Consider the [HP BYOD solution](#), which delivers a simple, scalable and secure solution to help meet those needs.





## TOP 3 THINGS YOU NEED TO IMPLEMENT A SUCCESSFUL STRATEGY

# 2 SECURITY

Mobility will need to grow if agencies want to create a complete mobility ecosystem. Security remains a significant driver of government priorities.

### Recommendations

IT modernization from the front end to the back end will help to reduce security risks. Updated infrastructure, from servers to networking and from PCs to printers, will help agencies as they begin to move to a mobile environment.

Formalize plans to modernize your IT infrastructure and update your legacy systems — with security at the center of your efforts — before expanding your mobility, cloud, and big data strategies.

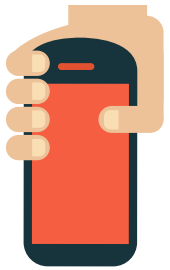
Consider products with industry-leading security management features, such as HP's EliteBook series, with identification protection and many other security features built in, and designed to perform from the boardroom to the battlefield.

Consider incorporating security practices and policies into your wireless network design, such as integrated wireless IDS/IPS and optimizing the end-user experience with solutions like HP Wi-Fi Clear Connect.

Consider tools like Intelligent Management Center (IMC), which unifies and simplifies network monitoring and configuration management. IMC also allows administrators to deliver new services, automate secure network access and ensure applications perform for end users through a single network management interface. Try it for free at [hp.com/networking/IMC](http://hp.com/networking/IMC).







## TOP 3 THINGS YOU NEED TO IMPLEMENT A SUCCESSFUL STRATEGY

### 3 PRODUCTIVITY

State IT leaders have a strong business case for investing in mobile: It enhances productivity, improves continuity of operations and lowers costs.

#### Recommendations

Having a mobile strategy and the right devices will provide state agencies with the opportunity to serve their employees and citizens more efficiently.

Harness the power of mobility to transform the way work gets done with enterprise-ready, end-to-end **mobility solutions** and devices designed to work across state agencies.

Mobility can also increase productivity and morale by enhancing real time operating capability, improving Continuity of Operations (COOP) behind the scenes, while improving services to the citizens.

Consider tools such as HP's **Unified Communication and Collaboration** (UC&C) and rich media solutions that can save time, reduce communication, travel and real estate costs.



## ABOUT STATESCOOP

StateScoop reports on the latest news and events— and the leaders and innovators behind the news—in state and local government technology. StateScoop brings together top leaders from across government, academia and the information technology industry to discuss ways technology can improve government and exchange best practices and ideas.

**statescoop**

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