The 2013 Digital Dilemma Report: Mobility, Security, Productivity – Can We Have It All?

January 15, 2013

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www.teleworkexchange.com
The Digital Government Strategy calls for embracing the opportunity of the digital world while ensuring mobility, security, and efficiency.

Telework Exchange surveyed more than 300 Federal employees who use mobile devices for work to understand the end-user perspective.

What's the impact on productivity? Whose devices are we using? Are they secure? Which agencies have it right?

The 2013 Digital Dilemma Report examines these questions and recommends security best practices for users on the go.
Key Findings

Ready for release after embargo.

- Federal employees believe they are more productive as a result of mobile devices, gaining, on average, 9 hours per week. Federal government annual productivity gains from mobile devices = $28B

- Feds are device diverse and are bringing their own; More than half (55%) using smartphones use their own

- While agencies are taking mobile security steps, BYOD security risks are not yet locked down; Just 11% of Feds who use personal devices for work say their agency has a BYOD policy

- Mixing business with pleasure – storing work email on devices, coupled with lack of password protection and downloading personal apps is a recipe for disaster

- Feds see even greater opportunity ahead; 58% of Feds say agencies can take greater advantage of mobile devices and 57% would consider paying to have their personal device updated or certified as safe
Near and Far

Feds Use Devices *Within*, As Well As Beyond, The Office.

When do you use your mobile device(s) for work-related tasks?*

- In the office: 62%
- Outside of the office**: 95%

*Respondents asked to select all that apply  **On the go/traveling/teleworking
Federal Workers Become More Mobile.

Use personal devices for work-related tasks*

- 49%

Say work has improved as a result of having access to mobile devices*

- 95%

64% use a smartphone for work purposes*

19% use a tablet for work purposes*

93% use a laptop for work purposes*

*Of those who use mobile devices for work purposes
Government Data Is On The Move.

76% of Fed employees using mobile devices access government data

72% access their work desktop remotely

42% store work email on their mobile devices

“My government laptop is down so much that I often do government work on my personal laptop, which I'm sure doesn't meet security requirements.”
More Than Half Of Feds Who Use Mobile Devices Bring Their Own.

- 64% of Feds who use mobile devices for work use smartphones
- 19% of Feds who use mobile devices for work use tablets
- 55% of Feds who use smartphones or tablets for work bring their own

"Because of the multi-layer security on my work device, it is sometimes easier to get work done by emailing it to my much faster personal device which has less security."

UNDER EMBARGO UNTIL JANUARY 15, 2013 AT 8 A.M.

95% of Federal mobile device users say their work has improved as a result of having access to mobile devices.

How?:

- Improve communication with colleagues in different locations: 61%
- Better customer service: 62%
- Increased collaboration: 47%
- Increased productivity: 76%

*Respondents asked to select all that apply
Today, **76%** of the Federal government is using mobile devices for work-related tasks; they say they gain **9 Hours a Week** in estimated productivity,* equating to **$28B** in productivity gains**

*Respondents asked to estimate the relative time savings (productivity gain) per week resulting from their mobile device usage for work-related tasks (versus not having a device) **See slide 22 for calculation
Agencies Provide Training, But Fail To Address BYOD.

- **84%** know who to call if they have a mobile device security question or concern.
- **80%** have reviewed written mobile device security information.
- **74%** have participated in mobile device security training in the last 12 months.

Feds who use personal mobile devices for work: Does your agency have an official BYOD policy?

- **Yes**: 11%
- **No**: 61%
- **Unsure**: 28%
55% of Federal smartphone users use their personal smartphone for work purposes. Of this group, one in three does not have password protection.

“Due to not being able to store passwords on agency-provided devices, and due to the large number of passwords required to do my normal daily agency work, I have to store the passwords on my personal device. How smart is that?”
Devices in Danger

Smartphones And Tablets Are Missing Basic Safeguards.

Which of the following security measures are in place for the mobile devices you use for work?*

- Multi-factor authentication: 79%
- Secure remote connection: 76%
- Remote data deletion:
  - Laptop: 24%
  - Smartphone/tablet: 11%

*Respondents who use laptops or smartphones/tablets for work asked to select all that apply.
Mobile Growing Pains = Missed Productivity Opportunities.

58% believe their agency can take greater advantage of mobile devices.

“I believe the IT department knows the mobile devices we use are not as up-to-date as they could/should be. The IT department struggles, as do the teleworking employees, with the [government’s] security requirements. These requirements are often cumbersome and do not allow us, for example, to use teleconferencing apps like Skype or FaceTime with constituents on our agency-issued devices.”
Where Do We Go from Here?
Feds Mix Business With Pleasure; Security Efforts Must Align

What’s the Problem?

- **85%** of Feds with a smartphone or tablet say they’ve downloaded an app to their personal device.
- **55%** of Feds who use a smartphone for work use their personal device.
- **185%** The increase in mobile malware attacks in less than a year, according to GAO*


“*We are unable to take advantage of many of the apps offered in the App Store for iPads. There are so many valuable tools that we cannot use, and that makes the tablet nothing more than a large email device.*”

Just **8%** of Feds say their agency has a mobile app store.

*http://www.teleworkexchange.com*
Mobile Employees Are Open To BYOD Security Measures; Some May Even Pay For Them.

57% would consider paying their agency to have their personal device updated or certified as safe.*

“*It’s a win-win to have access to quality mobile devices. The agency gets more of my time, and I’m able to be helpful faster.***

Success Story:
Within three months of implementing a BYOD policy, EEOC decreased their monthly recurring costs by 20-30% by optimizing rate plans. EEOC managed to cut its $800,000 mobile device budget down to size nicely – it’s now just $448,000.

The current BYOD program requires employees to pay for all voice and data usage, including those for official work purposes.**

*Those who said yes, depends on the price, or unsure **http://www.whitehouse.gov/digitalgov/bring-your-own-device; www.meritalk.com/mycup/byod
Many Feds Are Unaware Of BYOD Policies; Promote Guidelines.

Agencies Must:

- Recognize personal device use
- Develop clear BYOD guidelines
- Enable secure connections and access to data
- Promote the policy
- Test a pilot BYOD program
- Enforce regulations to ensure data and network security

1 in 10 Feds say their agency has a BYOD policy
Some Agencies Are Taking The Right Steps.*

1. Department of Veterans Affairs
2. Department of Agriculture
3. Department of the Interior
4. Department Homeland Security
5. Department of Health and Human Services
6. Department of Defense

*Ranking based on the average number of Federal agency employees who had implemented security measures (password protection, multi-factor authentication, secure remote connection, remote data deletion, GPS tracker, and biometrics) on their laptop and smartphone/tablet. The most secure agencies implement security measures the most frequently.
Methodology:
In November 2012, Telework Exchange conducted an online survey of 314 Federal government employees who use mobile devices (i.e., tablets, smartphones, or laptops) for work-related tasks.

Margin of Error:
The survey has a margin of error of +/-5.49% at 95% confidence level.

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<tr>
<th>Participating Agencies Include:</th>
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<tr>
<td>Department of Agriculture</td>
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<td>Department of Defense</td>
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<td>Department of Energy</td>
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<td>Department of Health and Human Services</td>
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<td>Department of Homeland Security</td>
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<td>Department of Housing and Urban Development</td>
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<td>Environmental Protection Agency</td>
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<td>Office Personnel Management</td>
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Thank you.

For more information, contact:

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(703) 489-1185
State And Local Employees See Mobile Benefits; Need BYOD Policies, Security*

Use personal devices for work-related tasks

- 71%

Say work has improved as a result of having access to mobile devices

- 98%

13% of those who use a personal mobile device for work say their agency has a BYOD Policy

39% of those who use a personal smartphone for work don’t have password protection

50% say agencies can take greater advantage of mobile devices

56% would consider paying to have their personal device upgraded or certified as safe

*Telework Exchange conducted an online survey of 123 state and local government employees who use mobile devices for work-related tasks in November 2012. The survey has a margin of error of +/-8.81% at 95% confidence level
Average productivity Feds estimate they gain each week with mobile devices: 9 hours

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<tr>
<th>Number</th>
<th>Description</th>
<th>Calculation</th>
<th>Result</th>
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<tbody>
<tr>
<td>1,984,583</td>
<td>Number of full-time Federal employees, not including the U.S. Postal Service*</td>
<td>$83,679</td>
<td>average annual salary of a full-time Federal employee***</td>
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<td>9</td>
<td>Number of hours a Fed employee saves each week with mobile devices</td>
<td>+ 240</td>
<td>number of Federal workdays in a year</td>
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<td>÷ 5</td>
<td></td>
<td>= $348.66</td>
<td>average daily salary of a Fed employee</td>
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<td>= 1.8</td>
<td>Number of hours a Fed employee saves each day with mobile devices</td>
<td>x 54</td>
<td>number of workdays of productivity Feds gain each year with mobile device use</td>
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<td>x 240</td>
<td>Number of Federal workdays in a year”</td>
<td>= 432</td>
<td>Fed salary equivalent of annual saved time</td>
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<td>= 432</td>
<td>Number of hours Feds save each year</td>
<td>x 54</td>
<td>number of Federal employees using mobile devices for work-related tasks (1,984,583 x 76%)</td>
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<td>÷ 8</td>
<td>Number of hours in a workday</td>
<td>x 1,508,283</td>
<td>annual Fed funds saved with mobile device use</td>
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<td>54</td>
<td>Number of workdays of productivity a Fed employee gain each year with mobile devices</td>
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<td>$28,397,622,008</td>
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