



The Future of Government Work

Survey Results Report



Work is what you do, not where you go.



That's the reality in government, as more and more agencies adopt telework policies in order to reduce commute times, save energy, and increase job satisfaction.

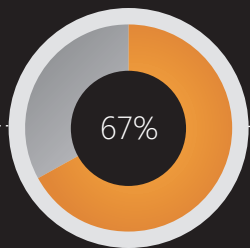
Government workers learned about the importance of remote work the hard way back in 2010, when record snowfalls closed the federal government for four and a half days, costing taxpayers millions in lost productivity. At a time of serious budget challenges across government, agencies can't afford to be less productive when workers are out of the office.

But working remotely can also pose collaboration challenges, which is why today's government workforce needs the tools to communicate effectively with their teams from any location. To find out how agencies are transitioning to this new way to work, Microsoft surveyed over 250 folks from the government community on the best ways to collaborate remotely. Some of the results may surprise you!

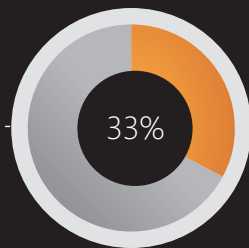
TELEWORK MOMENTUM

The first thing we noticed was the high percentage of organizations that are embracing telework policies.

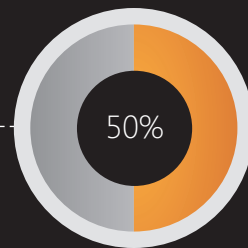
a More than two-thirds of respondents indicated that they work remotely at least some of the time, and most are extremely happy with the results



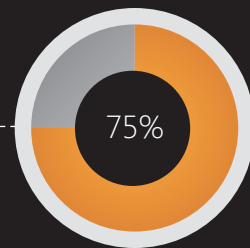
b Over 30 percent of teleworkers indicated that their job satisfaction and productivity have increased since telework adoption



c Of those that don't telework, nearly half reported that they would strongly consider a career move if another comparable opportunity arose that included a more robust telework policy



d We also learned that comfort is something teleworkers take advantage of, with nearly three-fourths of respondents preferring a personal dress code of jeans and t-shirts, sweats or pajamas



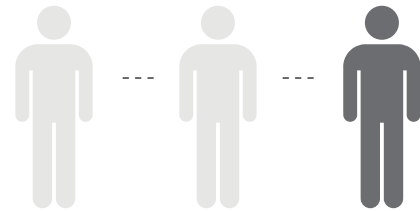
REMOTE COLLABORATION CHALLENGES

It appears that Govies appreciate the flexibility that working remotely offers, but despite incredible demand, the data also identified some challenges. Approximately 30 percent of respondents said that telework gets in the way of team collaboration and that working effectively requires face time. Other concerns related to remote work included not knowing how to best communicate with colleagues, the inability to access key documents and difficulty scheduling meetings. These are scary findings for agencies because mission requirements can't simply be put on hold while personnel are out of the office.



1 in 3 say:

"telework gets in the way of team collaboration and working effectively requires face time"



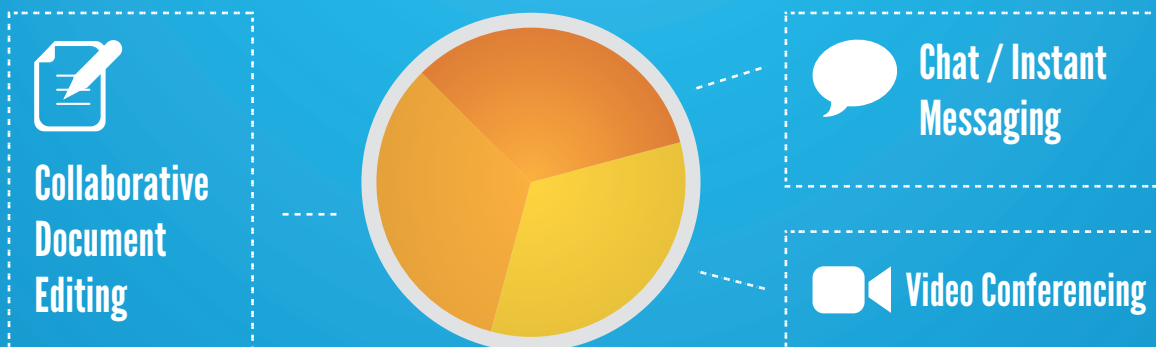
Top Concerns Included:

- 1 Not knowing how to best communicate with colleagues
- 2 The inability to access key documents
- 3 Difficulty scheduling meetings

TECHNOLOGY TO THE RESCUE!

The good news is that respondents feel that technology can close the collaboration gap. When asked which collaboration tools they'd like their organization to add, nearly one-third identified chat/instant messaging, video conferencing and collaborative document editing. This technology "wish list" aligned very closely with communications telework concerns around lack of face time,

colleague availability, document access and meeting execution. Although these tools didn't unseat email and the telephone as preferred communications methods, it's clear that there is significant demand in the government sector for collaboration capabilities that can be accessed from any location, and any device.



We're no longer tied to our desks and offices, but
we need the right technology to empower
our mobile workforce.

Get on board, it's the new way to work.



Office 365 offers a range of service plans for a predictable monthly price from \$6 to \$27 per user per month. With Office 365 for small businesses, customers can be up and running with Office Web Apps, Microsoft Exchange Online, Microsoft SharePoint Online, Microsoft Lync Online and an external website in minutes, for \$6 (U.S.) per user, per month. These tools put enterprise-grade email, shared documents, instant messaging, video and Web conferencing, portals, and more at everyone's fingertips.

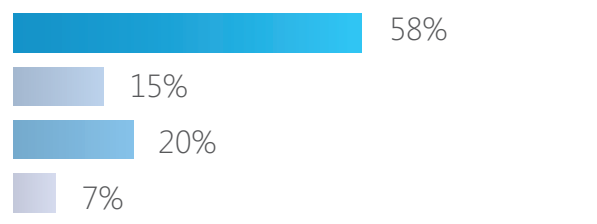
Office 365 for enterprises has an array of choices, to meet the needs of midsize and large businesses, as well as government organizations. Customers can now get Microsoft Office Professional Plus on a pay-as-you-go basis with cloud-based versions of the industry's leading business communications and collaboration services. Each of these plans comes with the advanced IT controls, innovative security technologies, product support and reliability customers expect from Microsoft.

Survey results

QUESTION 1

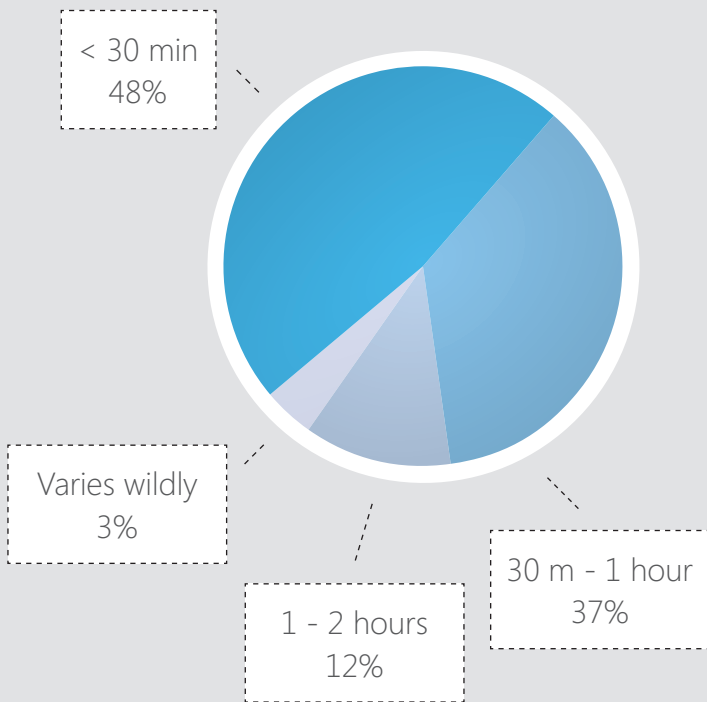
Describe your professional role

- I work for a federal government agency
- I work for a state or local government agency
- I work in the private sector
- Other



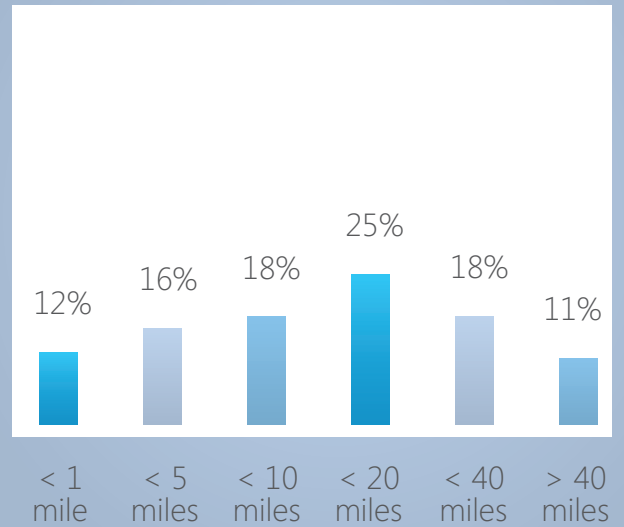
QUESTION 2

How long does your average morning commute take?



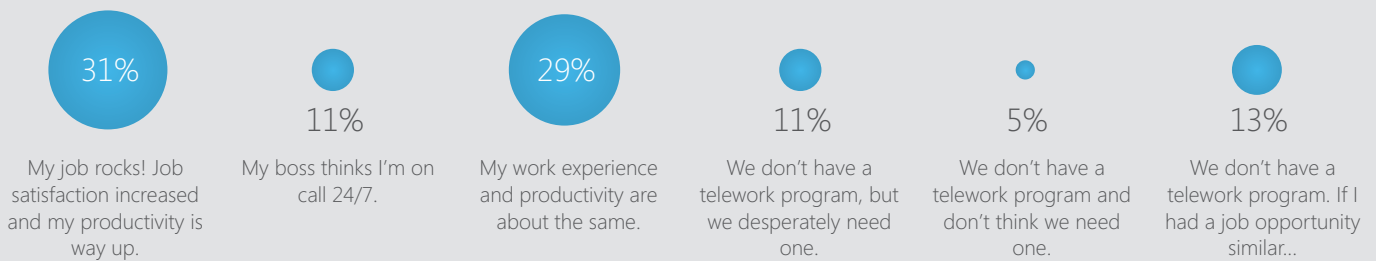
QUESTION 3

How far do you travel?



QUESTION 4

How has telework affected your job satisfaction?



QUESTION 5

When you're teleworking, what's your personal dress code?

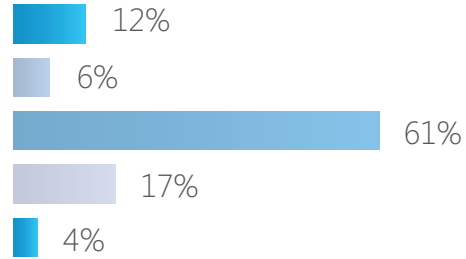
I'll never tell

Pajamas

T-shirt and jeans, sweats, or yoga pants

Business casual (at the local coffee joint)

We video conference, so I dress for the office



QUESTION 6

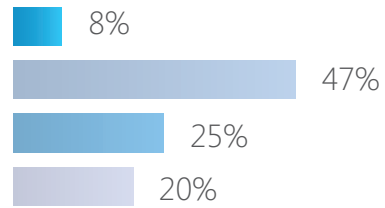
How does your boss feel about telework?

What's telework?

Bring it on! Efficient and green

Skeptical, but willing to give it a go

Great idea—for someone else



QUESTION 7

Does telework get in the way of collaborating with your team?



QUESTION 8

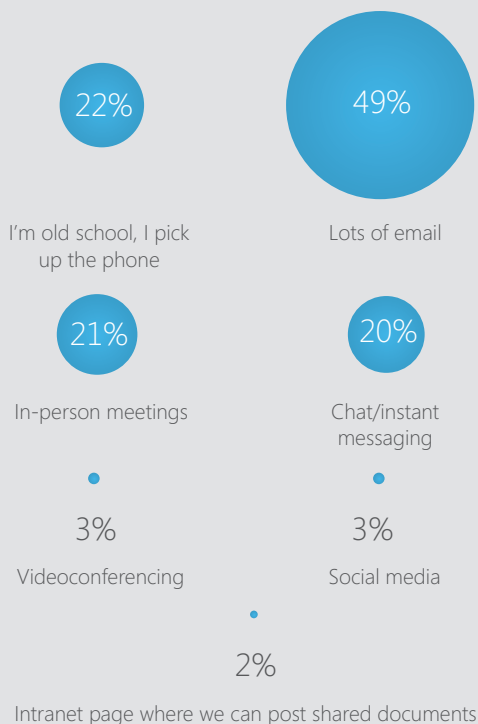
Which telework challenges apply to you?



QUESTION 9

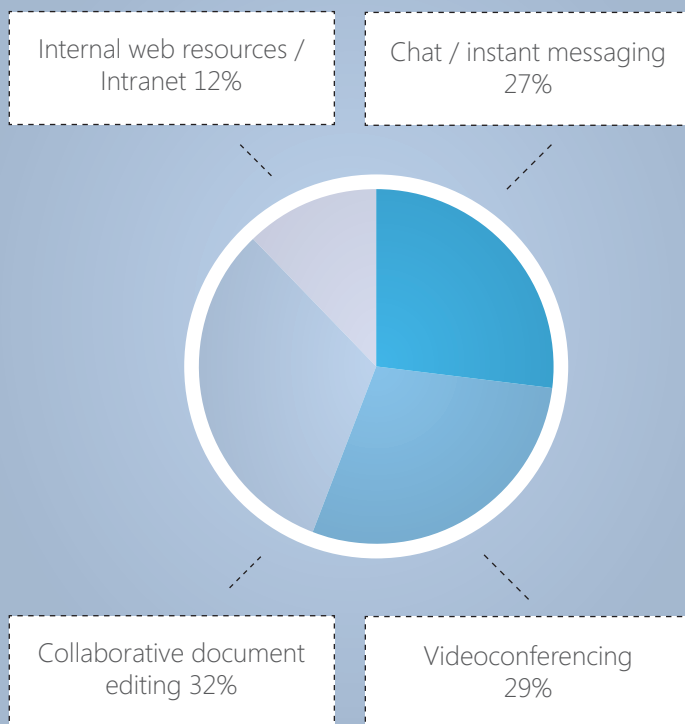
How do you prefer to communicate with colleagues?

Percentages indicate answers that were ranked first by respondents



QUESTION 10

Which collaboration tools would you like to use?

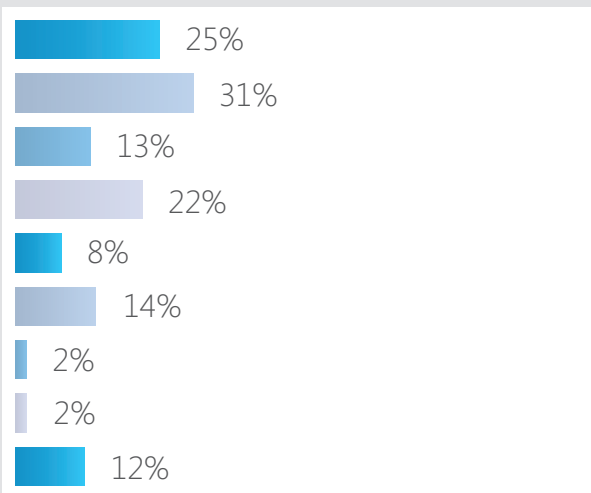


QUESTION 11

Budget cuts are forcing agencies to do more with less. In your agency, how would you recommend leaders accomplish this?

Percentages indicate answers that were ranked first by respondents

- Reduce travel budgets
- Streamline the acquisition process
- Consolidate IT resources
- Implement telework policies
- Reduce office space
- Pursue technology investments
- Decrease citizen services
- Reduce pay/benefits
- Other



METHODOLOGY IN AUGUST AND SEPTEMBER 2011, MICROSOFT COLLECTED ONLINE SURVEY RESPONSES THROUGH THREE ONLINE GOVERNMENT COMMUNITIES AND MEDIA OUTLETS, INCLUDING GOVLOOP, OHMYGOV, AND FED TECH BISNOW. RESPONSES WERE ALSO COLLECTED VIA MICROSOFT'S GOVERNMENT NEWSLETTER, WHICH IS DISTRIBUTED TO CUSTOMERS AND PARTNERS. IN TOTAL, 257 PEOPLE PARTICIPATED IN THE SURVEY, WITH 58% OF RESPONDENTS EMPLOYED BY A FEDERAL AGENCY, 15% EMPLOYED BY A STATE AND LOCAL GOVERNMENT AGENCY, AND 19% REPRESENTING PRIVATE SECTOR COMPANIES THAT WORK CLOSELY WITH THE GOVERNMENT. THE REMAINING RESPONDENTS CAME FROM "OTHER" ORGANIZATIONS INCLUDING NON-PROFITS AND NGOS.