

The 2013 Digital Dilemma Report:

*Mobility, Security, Productivity –
Can We Have It All?*

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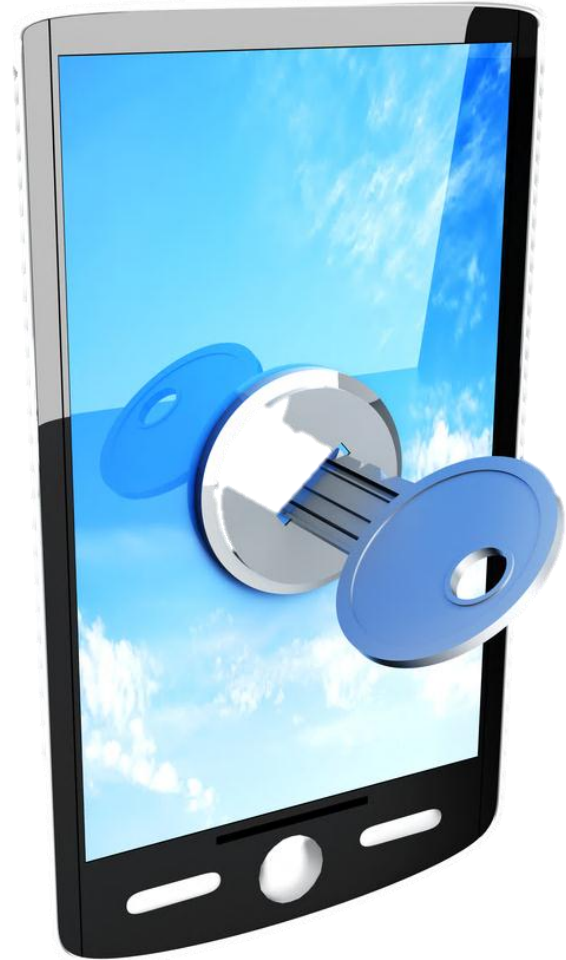
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The Digital Government Strategy calls for embracing the opportunity of the digital world while ensuring mobility, security, and efficiency.

Mobile Work 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.



- ❖ 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



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



Outside of the office**



*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%

0%

50%

100%



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

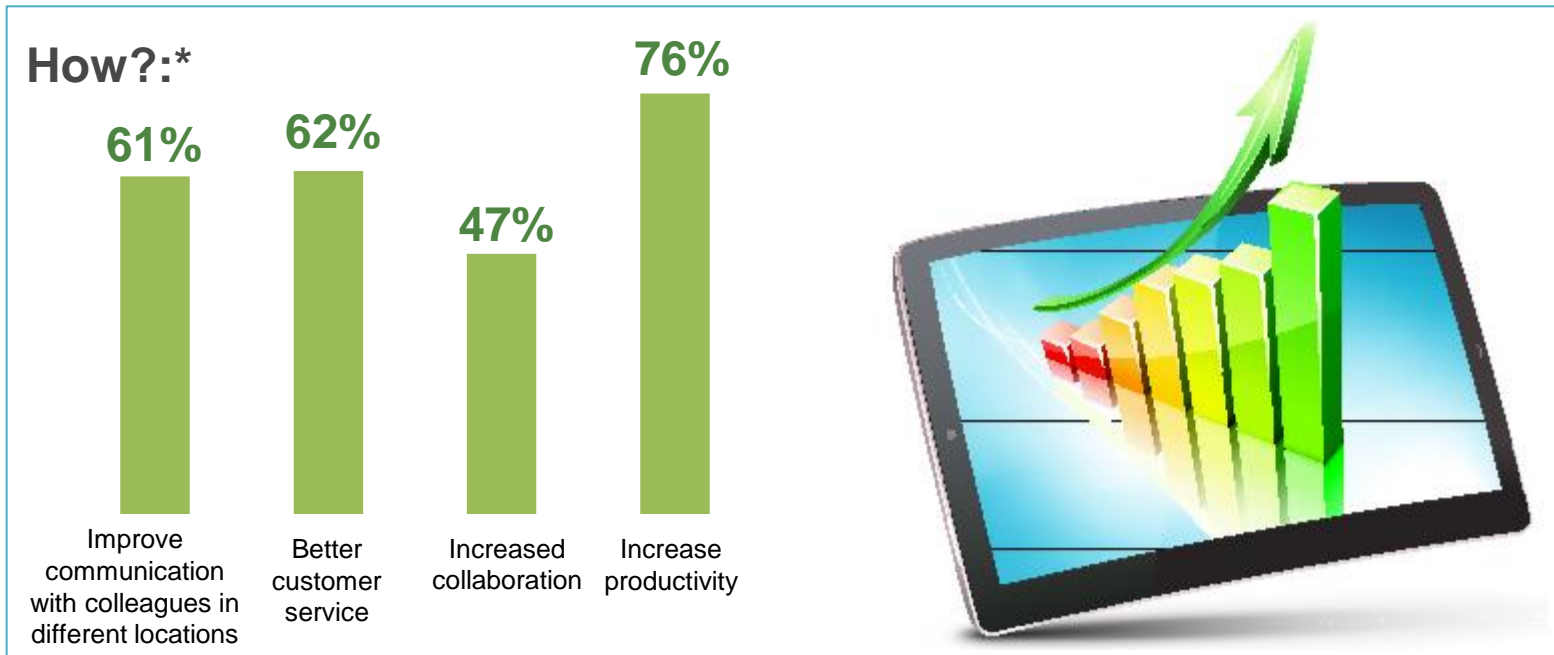


of Feds who use smartphones or tablets for work bring their own

“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.”

Feds Say More Connected = More Productive.

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



*Respondents asked to select all that apply

Time Is Money, Productivity = \$28B

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

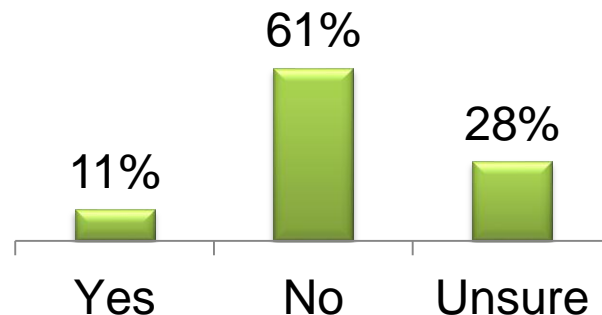


80% have reviewed written mobile device security information



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?



Security Is The Issue.

55% of Federal smartphone users use their personal smartphone for work purposes.

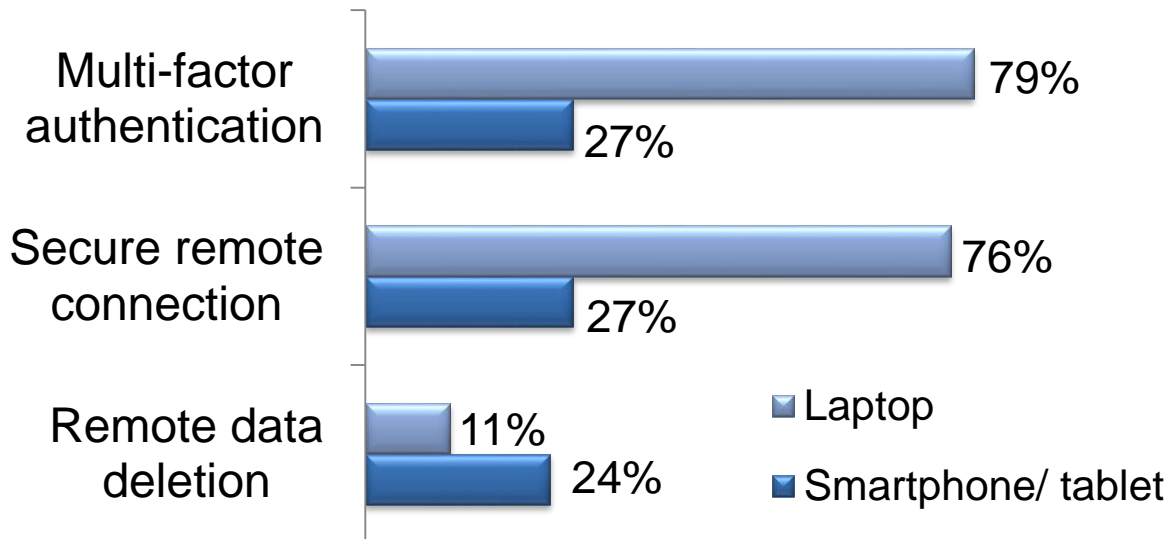
Of this group, **one in three**  does not have password protection.



“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?”

Smartphones And Tablets Are Missing Basic Safeguards.

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



*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."



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*

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



"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."

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



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, Mobile Work 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.

Participating Agencies Include:

Department of Agriculture
Department of Defense
Department of Energy
Department of Health and Human Services
Department of Homeland Security
Department of Housing and Urban Development
Department of Justice
Department of Labor
Department of State
Department of the Interior
Department of Transportation
Department of Veterans Affairs
Environmental Protection Agency
Office Personnel Management

Thank you.

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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%

0% 50% 100%

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

*Mobile Work 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

1,984,583	number of full-time Federal employees, not including the U.S. Postal Service*	\$83,679	average annual salary of a full-time Federal employee***
9	number of hours a Fed employee saves each week with mobile devices	÷ 240	number of Federal workdays in a year
÷ 5			
		= \$348.66	average daily salary of a Fed employee
= 1.8	number of hours a Fed employee saves each day with mobile devices		number of workdays of productivity Feds gain each year with mobile device use
		x 54	
x 240	number of Federal workdays in a year**		
= 432	number of hours Feds save each year	= \$18,827.78	Fed salary equivalent of annual saved time
÷ 8	number of hours in a workday		
		x 1,508,283	number of Federal employees using mobile devices for work-related tasks (1,984,583 x 76%)
<u>54</u>	number of workdays of productivity a Fed employee gain each year with mobile devices		
		<u>\$28,397,622,008</u>	annual Fed funds saved with mobile device use

*<http://www.opm.gov/feddata/html/2011/March/table1.asp>; <http://www.opm.gov/feddata/html/2011/March/table2.asp> **260 weekdays per year - 10 Federal holidays - 10 vacation days = 240 Federal workdays ***<http://www.fedsmith.com/article/3343/average-federal-salary-lowest-average-pay.html>