

Governing Remotely

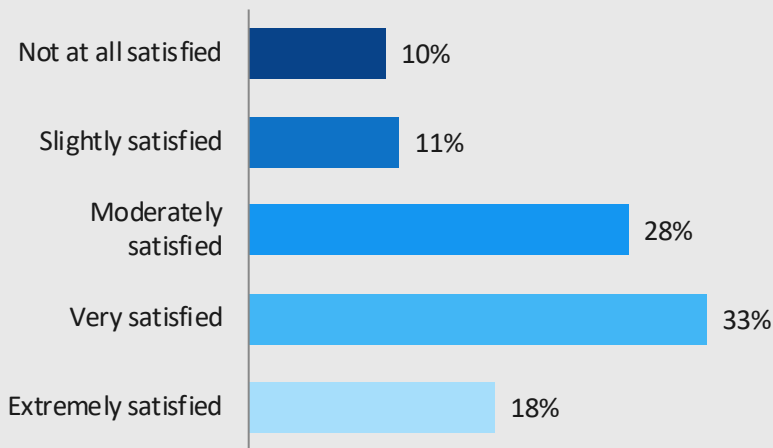
A Flash Poll Examining Remote Work in the Federal Government

Introduction

A substantial number of the 2.1 million employees that comprise the federal workforce transitioned to a work-from-home environment during the early months of the pandemic.¹ Now organizations must assess the benefits of reopening, especially if their workforce can achieve mission objectives remotely. A new poll by Government Business Council (GBC) suggests that most federal organizations have transitioned with moderate success to a work-from-home environment.

Employees are largely satisfied with support for remote workforce

How satisfied are you with your organization's recent efforts in provisioning technologies, processes, and strategies to help the workforce maintain productivity while remote?



Percentage of respondents, n=401
Note: Percentages may not add up to 100% due to rounding

- **Just over 50%** of respondents are extremely or very satisfied with their organization's efforts to maintain worker productivity from home.
- **21%** of respondents are not at all or only slightly satisfied with provisioning efforts.

Did you know...

...the White House memorandum issued on March 15th asking agencies to offer maximum telework flexibility to all eligible employees was the first time such an order has ever been made?²

SwishData and Riverbed's Perspective

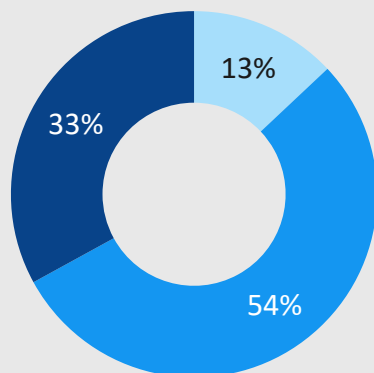
Delivering citizen services, mission success, and greater IT efficiencies require federal agencies to leverage modern digital capabilities. This premise lies at the heart of the Government's Cloud Smart, Data Center Optimization Initiative (DCOI), and other digital government initiatives. Swish and Riverbed team together to help federal agencies smartly modernize existing environments by adopting new thinking and approaches to federal IT challenges, replacing legacy environments that are expensive to operate, complex to manage, difficult to defend, and increasingly incapable of meeting expectations.

As GBC's survey shows, federal employees recognize the value of productivity in the remote workforce. However, 1 in 3 of those surveyed cite declining network performance since making the switch to remote work. With Swish's expertise and Riverbed's SD-WAN solutions, federal employees can regain the network stability and performance that is vital to carry out their mission.

Over half of respondents say there has been no change in application capabilities

“With increased telework, application(s) _____.”

- Have become faster/easier to access and operate
- Capabilities have not changed
- Have become slower/more difficult to access and operate



Percentage of respondents, n=394
Note: Percentages may not add up to 100% due to rounding

- **However, 33%** say that their applications have become slower or more difficult to operate while remote.

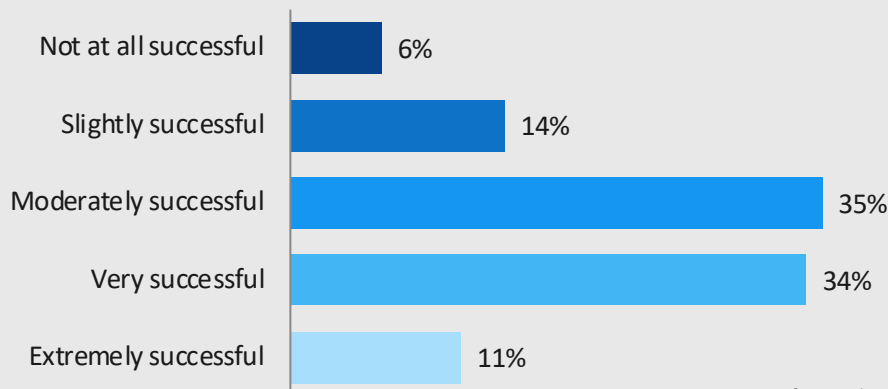
“10 weeks into it, agencies are ranging from 80 percent to 95 percent of their team teleworking. Overall, we saw volumes up more than 800 percent over anything we’d seen before. Not only are people online and using tools, we’re also seeing great productivity.”

Suzette Kent, Federal CIO, June 12, 2020³

4 out of 5 say their network has adapted moderately successfully

- **Still, 20%** are less than satisfied, saying their network has coped not at all or only slightly successfully.
- **45%** seem very content with their network’s performance adapting to increased demand from remote workers and citizen services.

As your organization engages in more remote work, how successful is your organization’s network at coping with the increased demand for bandwidth?



Percentage of respondents, n=384
Note: Percentages may not add up to 100% due to rounding

Methodology

GBC fielded a 3-question poll on mobile device security to a random sample of 401 federal employees in May 2020.

Sources

1. Congressional Research Service: “Federal Workforce Statistics Sources: OPM and OMB.” October 24, 2019. <https://fas.org/sgp/crs/misc/R43590.pdf>
2. Office of Management and Budget: “Memorandum for the Heads of Departments and Agencies.” March 15, 2020. <https://www.whitehouse.gov/wp-content/uploads/2020/03/M20-15-Telework-Guidance-OMB.pdf>
3. Meritalk: “CIO Crossroads: Federal IT in the Covid Crisis- Federal CIO Edition.” June 12, 2020. <https://www.meritalk.com/articles/cio-crossroads-federal-it-in-the-covid-crisis-federal-cio-edition/>

About Government Business Council

As Government Executive Media Group’s research division, Government Business Council (GBC) is dedicated to advancing the business of government through analysis, insight, and analytical independence. An extension of *Government Executive’s* 50 years of exemplary editorial standards and commitment to the highest ethical values, GBC studies influential decision makers from across government to produce intelligence-based research and analysis.

About SwishData:

Swish is a trusted Service-Disabled Veteran-Owned and HUBZone certified Small Business provider of technology solutions and engineering services to the U.S. Federal Government. Swish focuses on Cybersecurity, Performance Engineering, IT Modernization and Managed Services.

About Riverbed:

Riverbed helps governments and organizations worldwide to maximize the performance of their networks and applications so they can reach the full potential of their IT investments. Only Riverbed addresses performance and visibility holistically with best-in-class WAN optimization, network performance management, application acceleration and enterprise-grade SD-WAN. Learn more at riverbed.com.