How Federal Government Workers Identify and Address User Experience and IT Troubleshooting: A survey
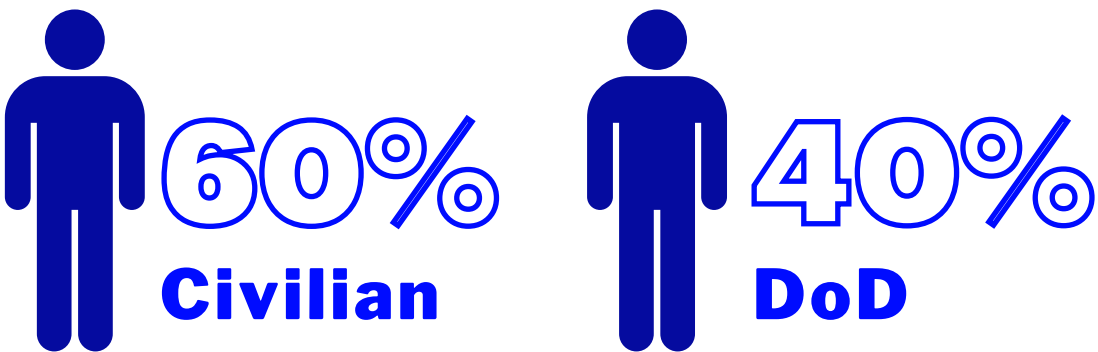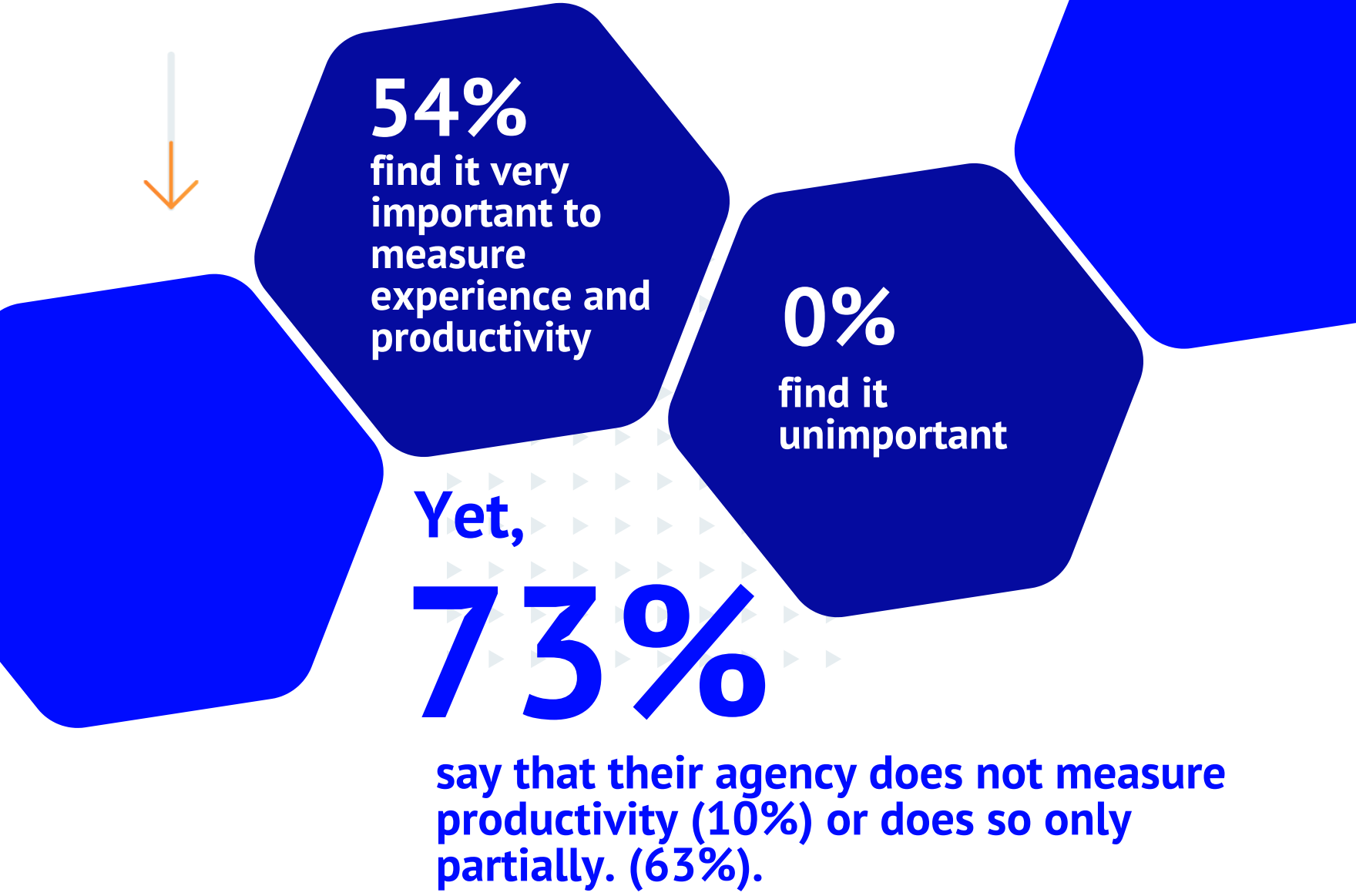
Participants:
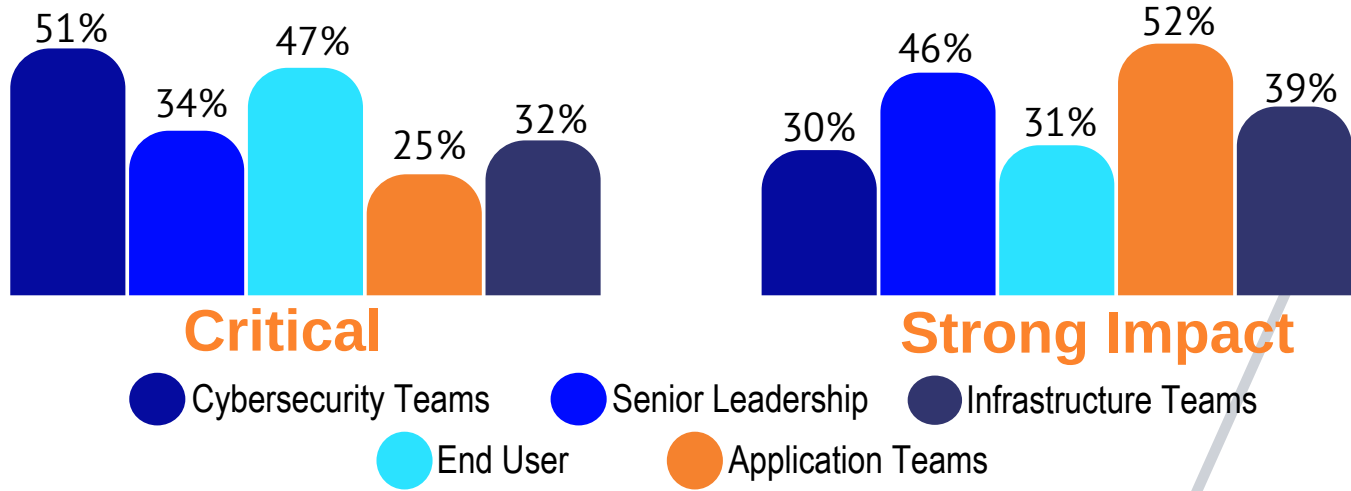
60% Civilian **40% DoD**

82% Evaluate or recommend end-user experience, observability, or optimized decision-making technologies.

Findings:

54% find it very important to measure experience and productivity

0% find it unimportant

Yet, **73%** say that their agency does not measure productivity (10%) or does so only partially. (63%).

All teams overwhelmingly view end-user experience as important to agency success.

Critical
- 51%
- 34%
- 47%
- 25%
- 32%

Strong Impact
- 30%
- 46%
- 31%
- 52%
- 39%

Legend:
- Cybersecurity Teams
- Senior Leadership
- Infrastructure Teams
- End User
- Application Teams

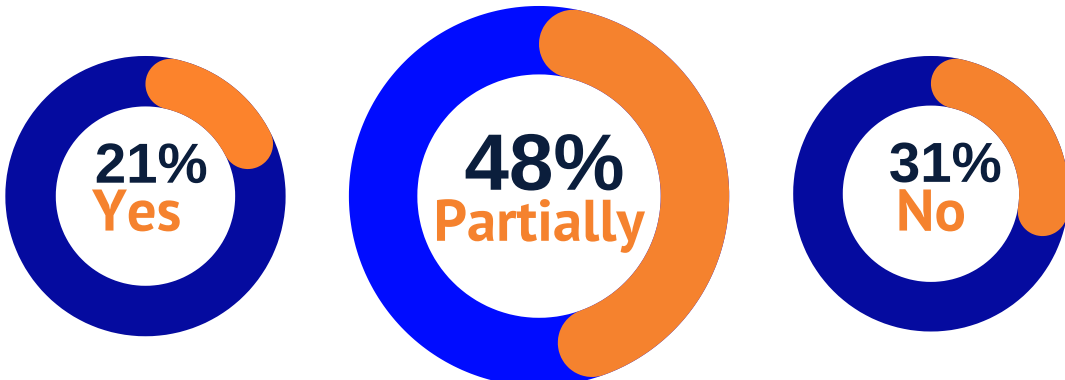**A majority use help desk tickets and phone calls to handle user, device, infrastructure and application issues.**

help desk tickets 87%   **user phones calls** 51%
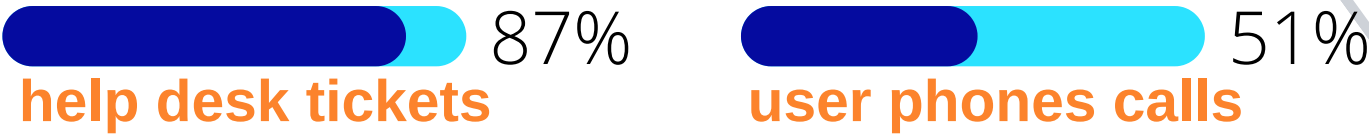
1/3 only 1/3 use notifications from a single performance monitoring platform.

Almost half say they only partially compare teleworking productivity to office productivity.

- 21% Yes
- 48% Partially
- 31% No

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