

Swish Data/Riverbed Market Insight Survey Report

May 2022

Presented to:



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Research Objective

Swish Data and Riverbed contracted Government Business Council to implement a study that evaluates how public sector organizations identify and address end user experiences, management and IT troubleshooting issues.



METHODOLOGY:

- From April 19 to May 11, 2022, 100 workers in the federal government participated in a blind online survey that averaged 5 minutes in length.
- Throughout the report, notably statistically significant differences are reported with gold boxes.
- Due to rounding, graphs may not add up to 100%.

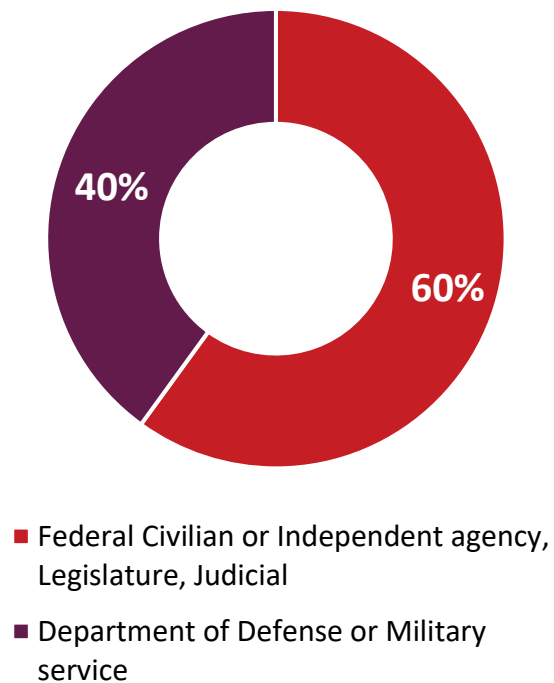


Respondent
Classifications

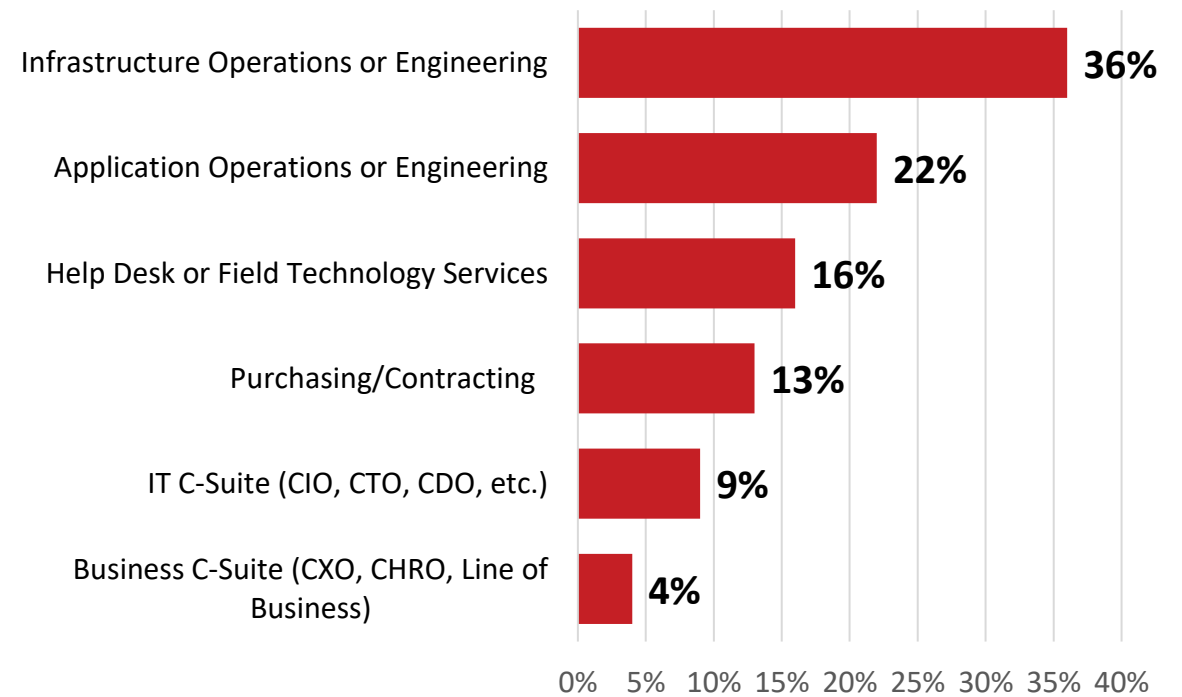
Agency Type and Job Function

All respondents were required to be currently working for the federal government and work in one of the six listed job functions.

Agency Type



Job Function

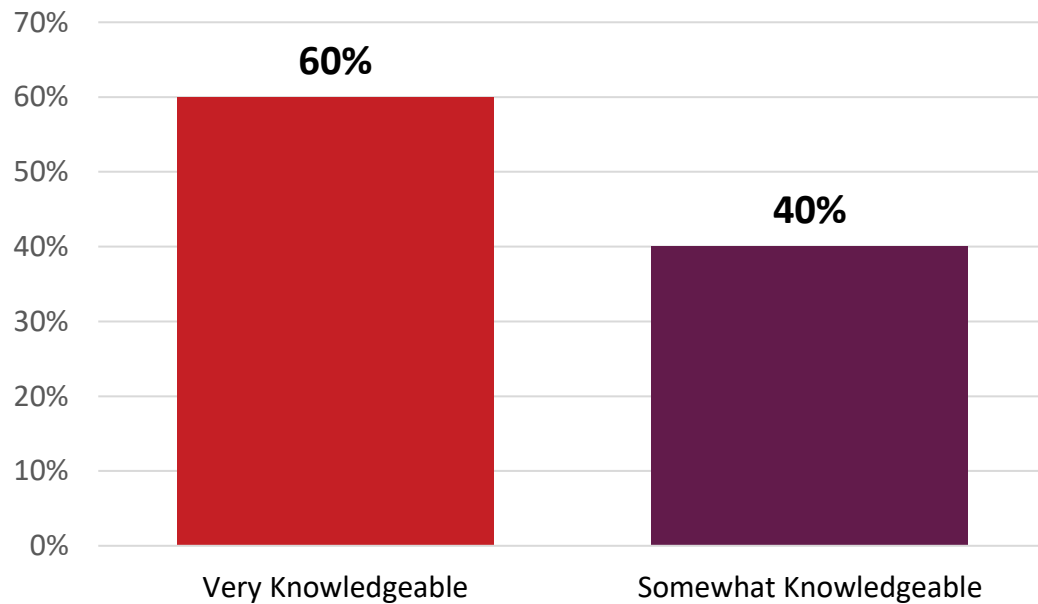


Which of the following best describes your current employer?
Which of the following best describes your role in your organization?

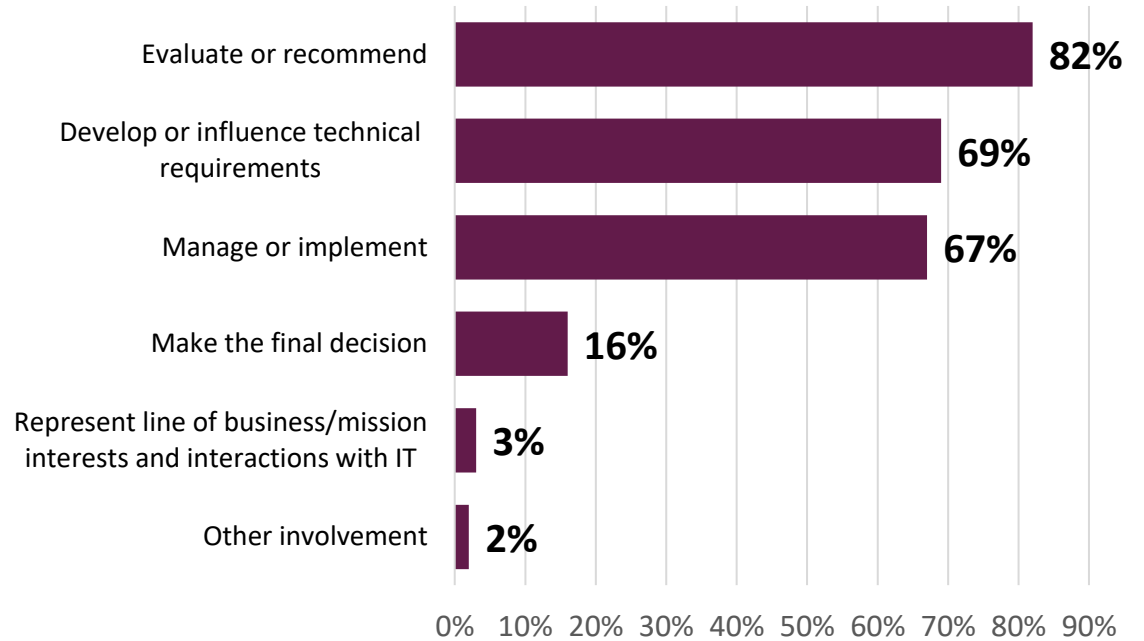
Knowledge Level and Decision-Making Involvement

All roles were screened for knowledge of end user experience monitoring, management or IT troubleshooting practices.

Knowledge of End User Experience, Monitoring, Management or General IT Troubleshooting Practices



Involvement in End User Experience, Observability or Optimization Decision-Making

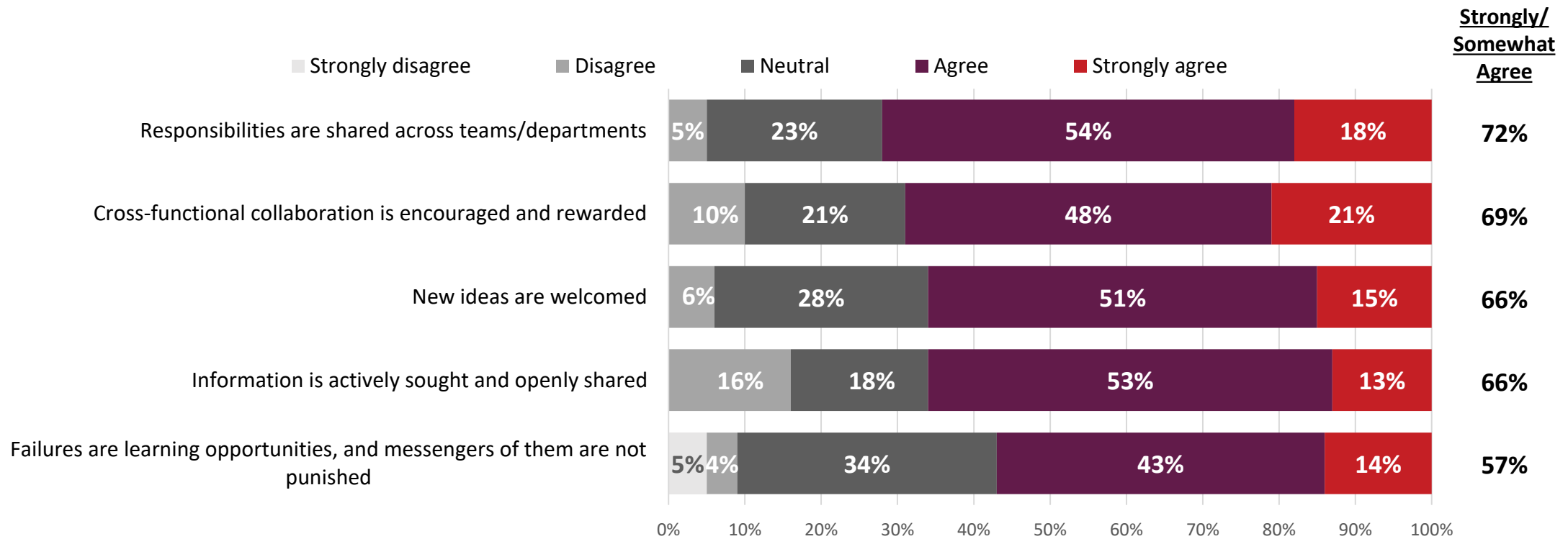


How would you describe your level of knowledge with your organization's end user experience monitoring, management, or general IT troubleshooting practices?
 How are you involved in your organization's decisions or recommendations regarding end user experience, observability or optimization initiatives? (Select all that apply)

Note: Multiple responses allowed.

Organizational Responses

Respondents identified their organizations as sharing responsibility and encouraging cross-functional collaboration.



Q Rate each statement based on how it matches your organization.

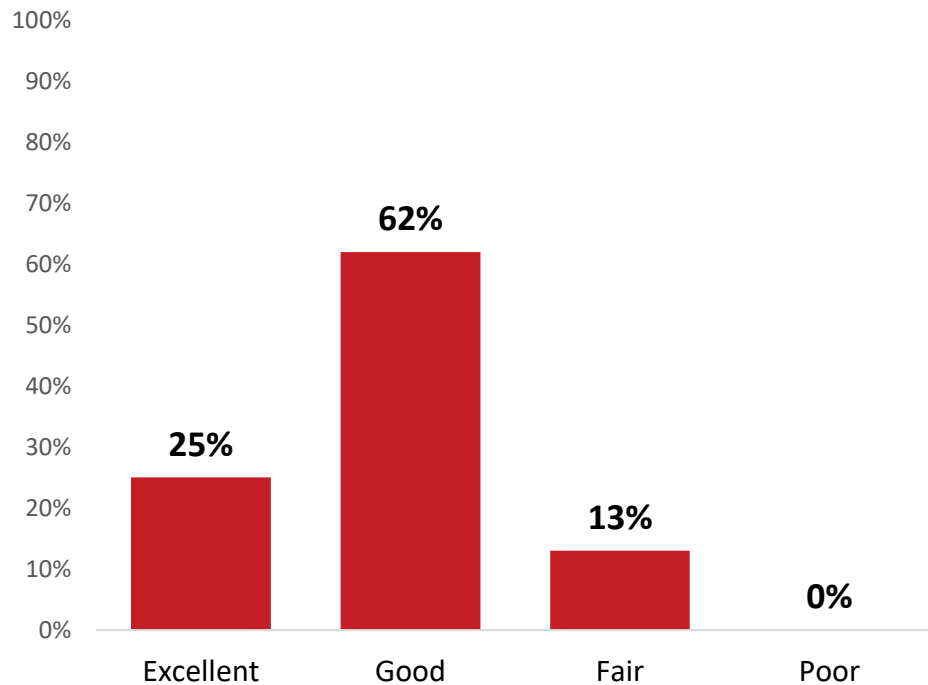


| Survey Findings

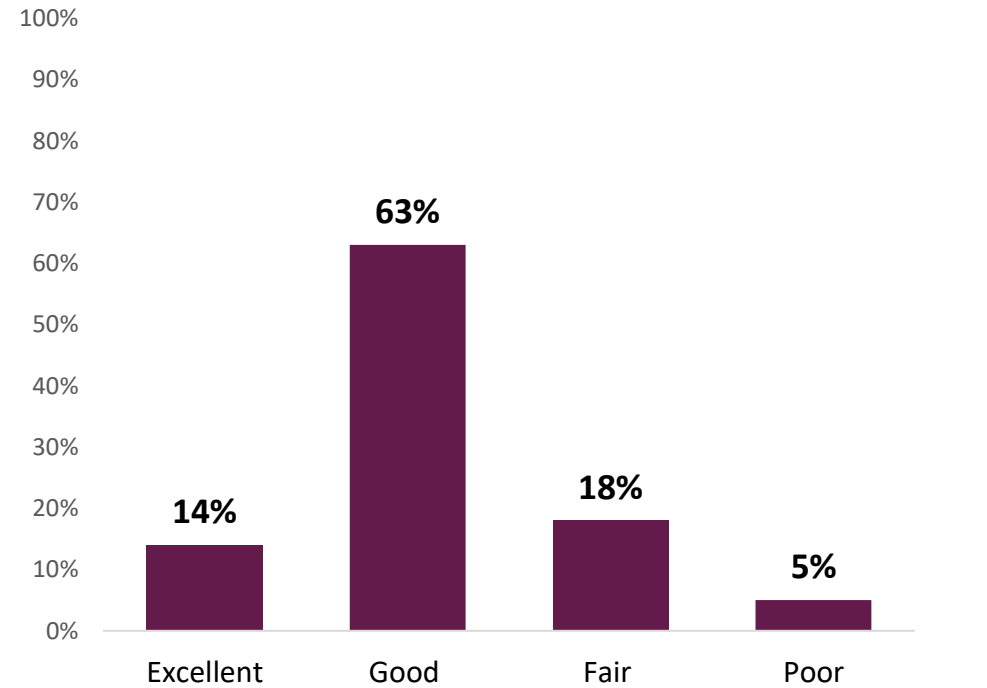
Current Agency Performance

The majority of respondents say their agency’s current end user experience and ability to identify and mitigate end user issues is good, but there is room for improvement.

End User Experience



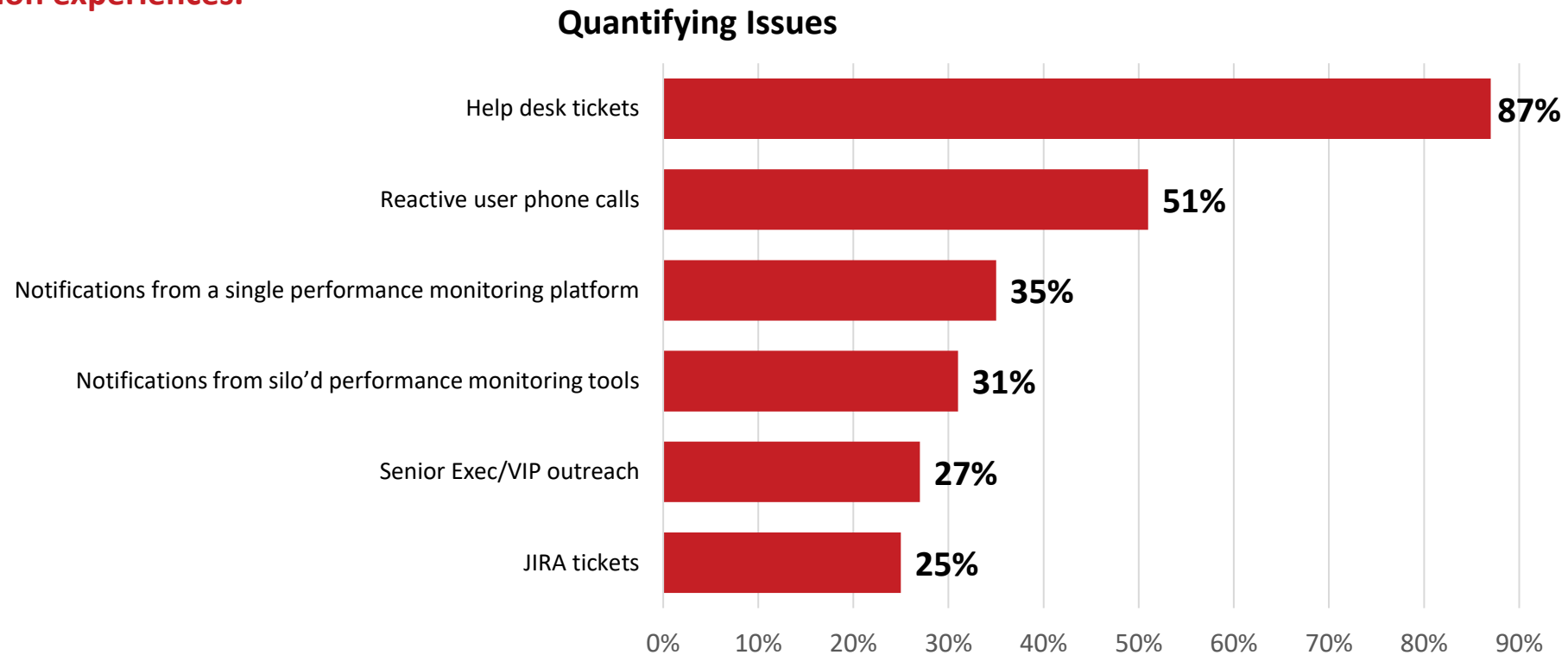
Identifying and Mitigating End User Issues



Q How would you rate your agency’s current end user experience as it relates to digital performance and knowledge worker productivity (I.E., laptop performance, Office 365, mission critical applications, etc.)?
Rate your agency’s ability to proactively identify and mitigate end user issues.

Methods for Quantifying Issues

Help desk tickets and user phone calls were the most common methods for quantifying issues with user, device, infrastructure and application experiences.

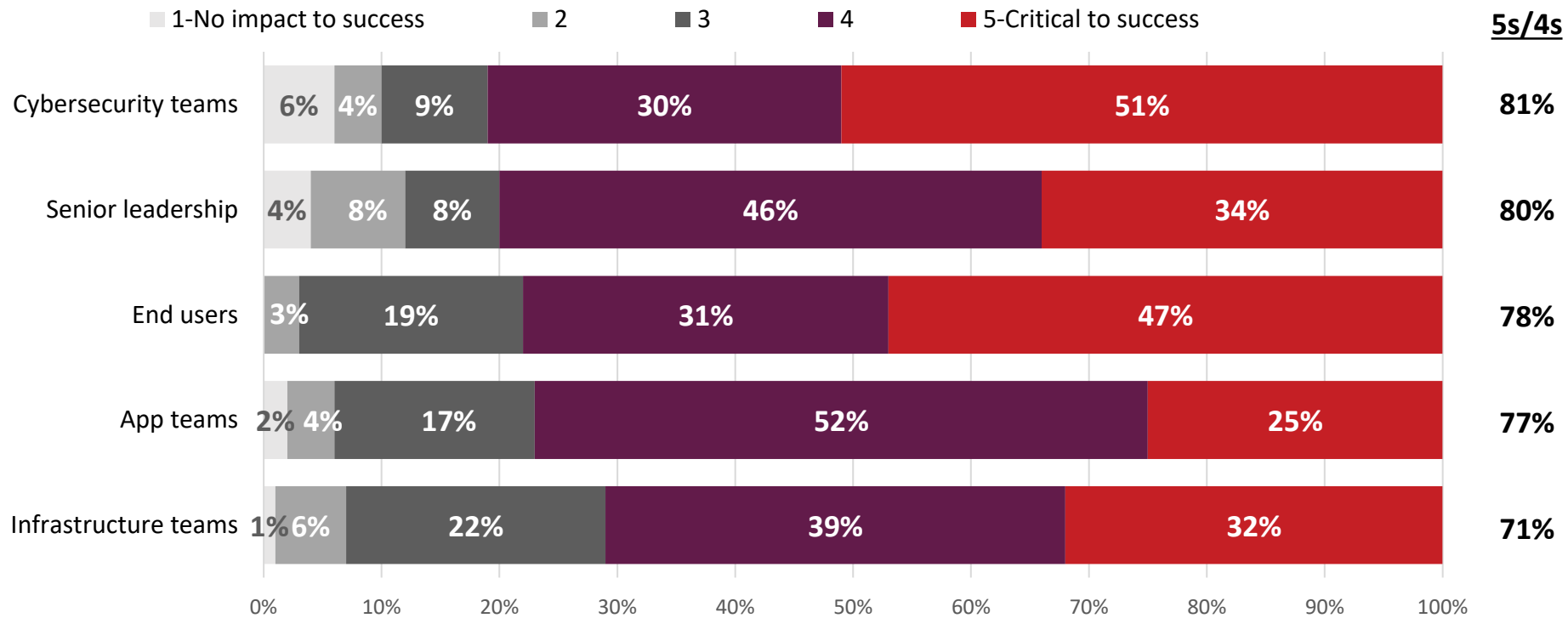


Note: Multiple responses allowed.

Q How does your organization quantify issues with user, device, infrastructure and application experiences? (Select all that apply)

Team Perspectives

All teams overwhelmingly view end user experiences as important to the success of the organization.

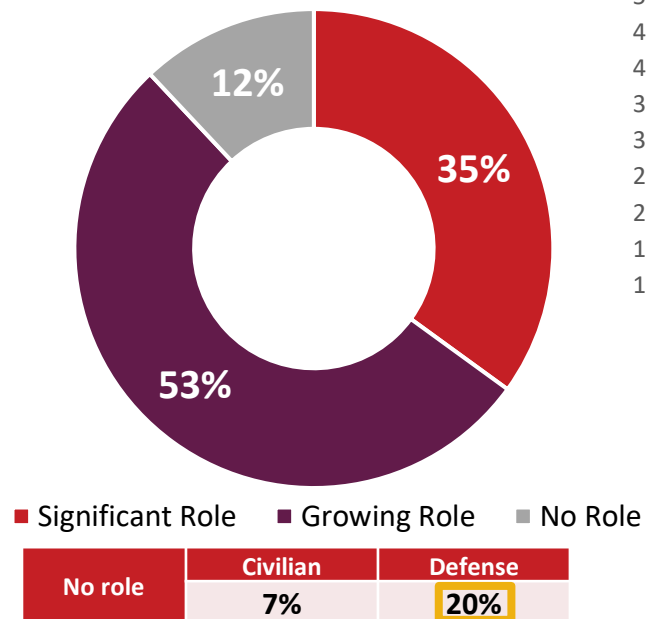


On a scale where 1 has no impact to success and 5 is critical to success - rate how you feel the following teams view end user experiences as critical your organization's success.

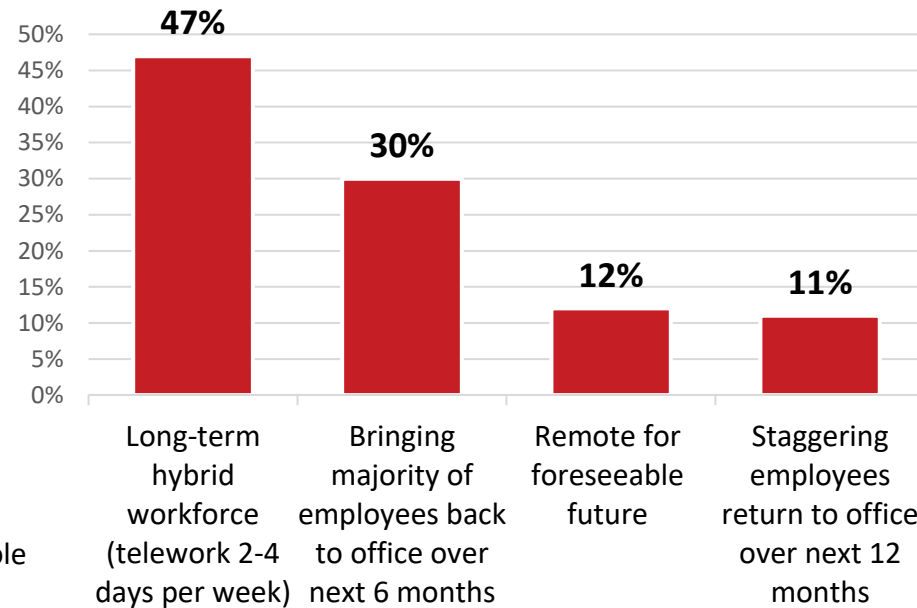
Return to an Office Environment

Respondents are planning for hybrid work, as such, they are looking for a balance in their collaborative tools.

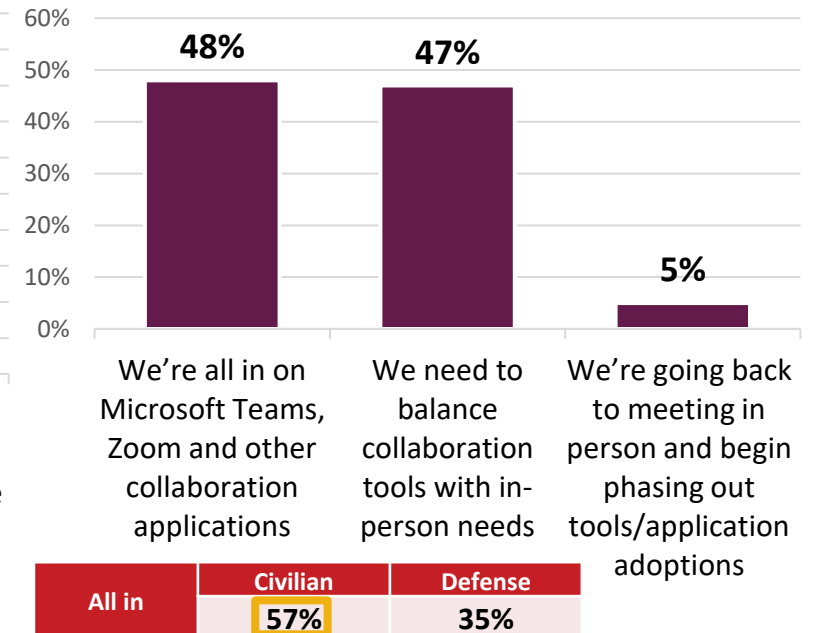
Role of Agency Culture in Driving Change



Plan for Return to the Office



Pandemic Tools Continued Use



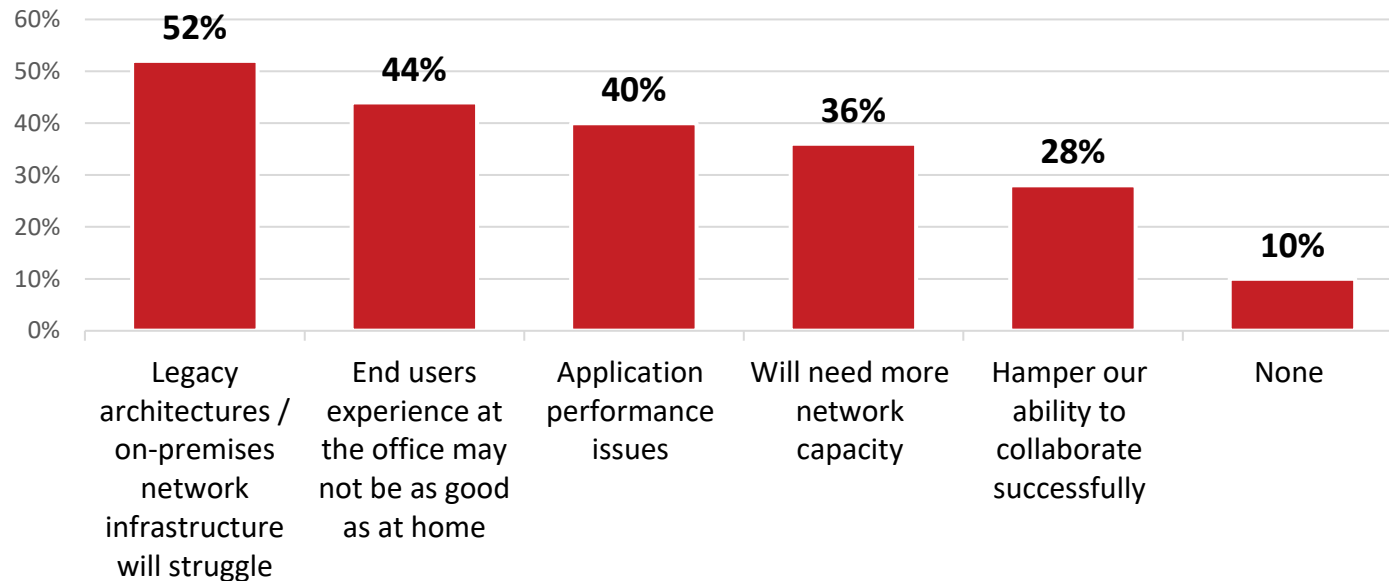
Q What role does your agency's culture play in driving change or gathering end user insights?
 What is your organization's plan for bringing employees back to the office?
 How much do you believe collaboration applications and other tools adopted during the pandemic will remain in use post-pandemic?

= statistically significant difference

Return to On-site Networks

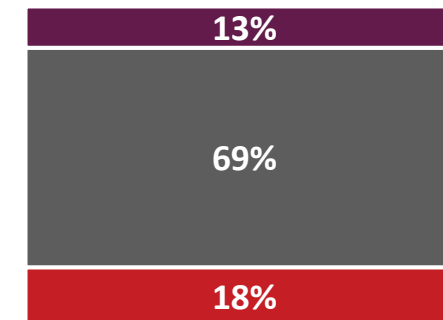
The primary concern of respondents is that legacy architectures will struggle with the return to the office, and that the end user experience may not be as good as at home. Most are neutral on how hybrid work effects the end user experience.

Performance Concerns



Concerns With End-User Experience in Hybrid Environment

■ Not Concerned ■ Neutral/No opinion ■ Very Concerned



Very concerned	Civilian	Defense
	7%	23%

Note: Multiple responses allowed.

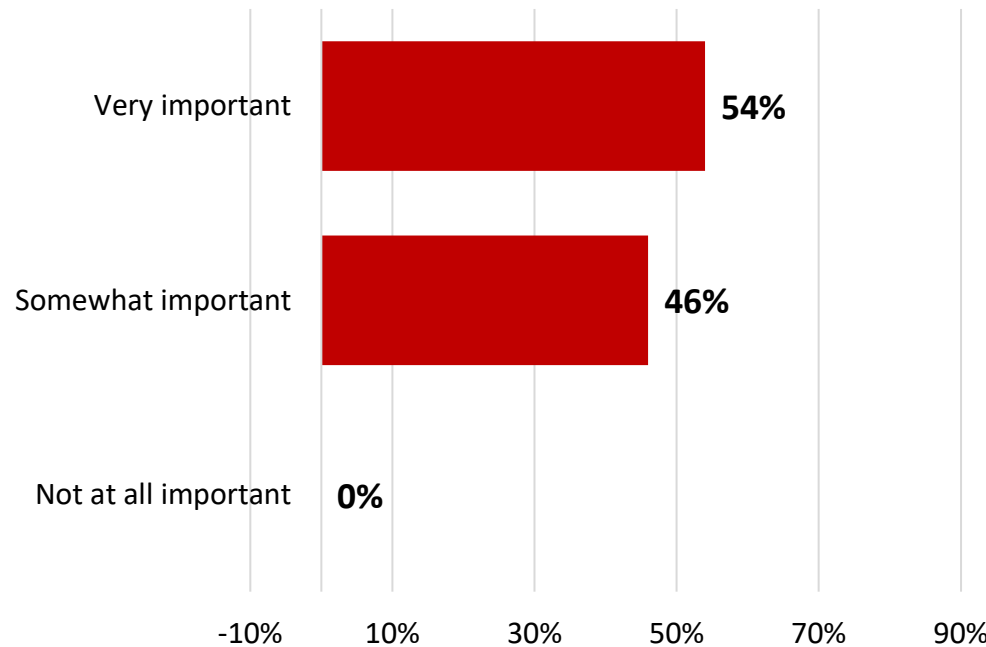
Q What concerns, if any, do you have regarding the performance of your internal private networks when employees return to the office? (Select all that apply)
 To what degree are you concerned with end user experiences with employees returning to work in the next six months and your on-site network's ability to handle and manage a true hybrid work environment?

 = statistically significant difference

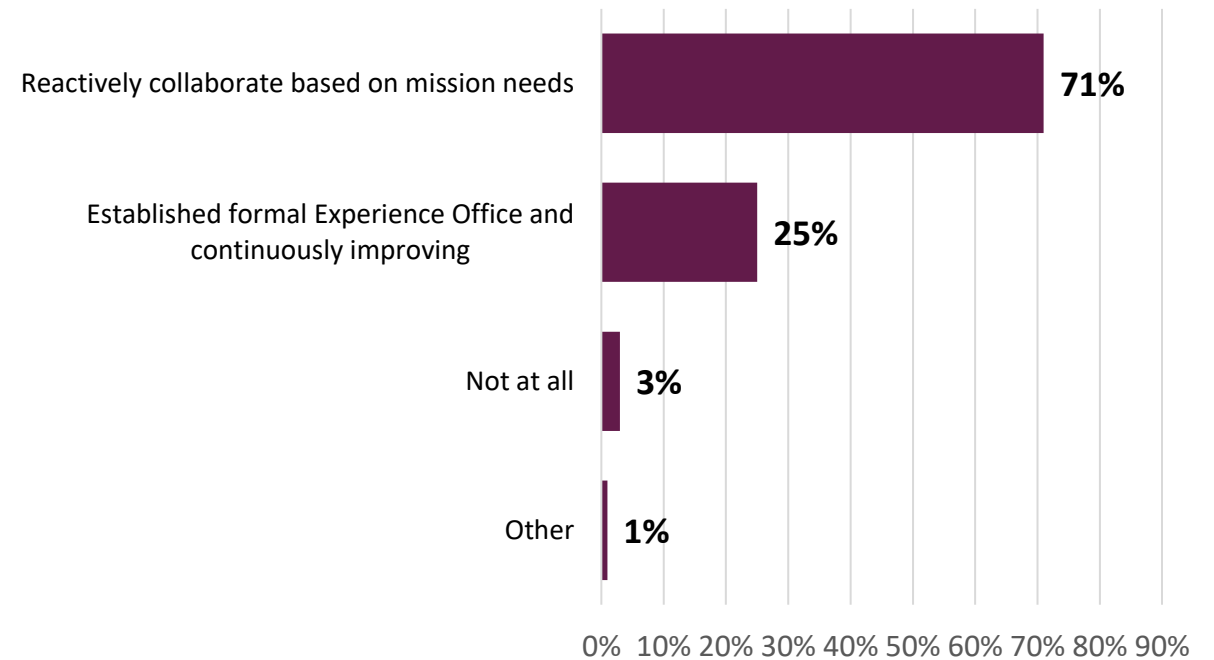
Employee Experience and Productivity

All respondents agree that it is at least somewhat important to measure end user experience and productivity. IT and business leaders are most likely to reactively collaborate based on mission needs.

Importance of Measuring Experience and Productivity



How IT and Business Leaders Collaborate

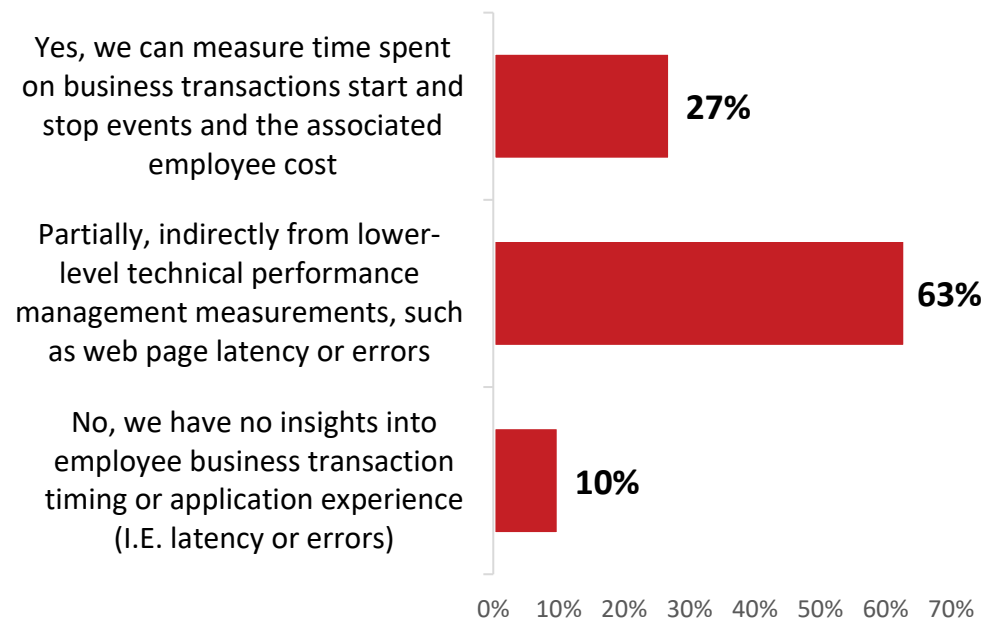


Q Rate how important the ability to measure employee experience and productivity gains is for your organization.
How do your IT and business leaders collaborate to identify and address employee experience issues?

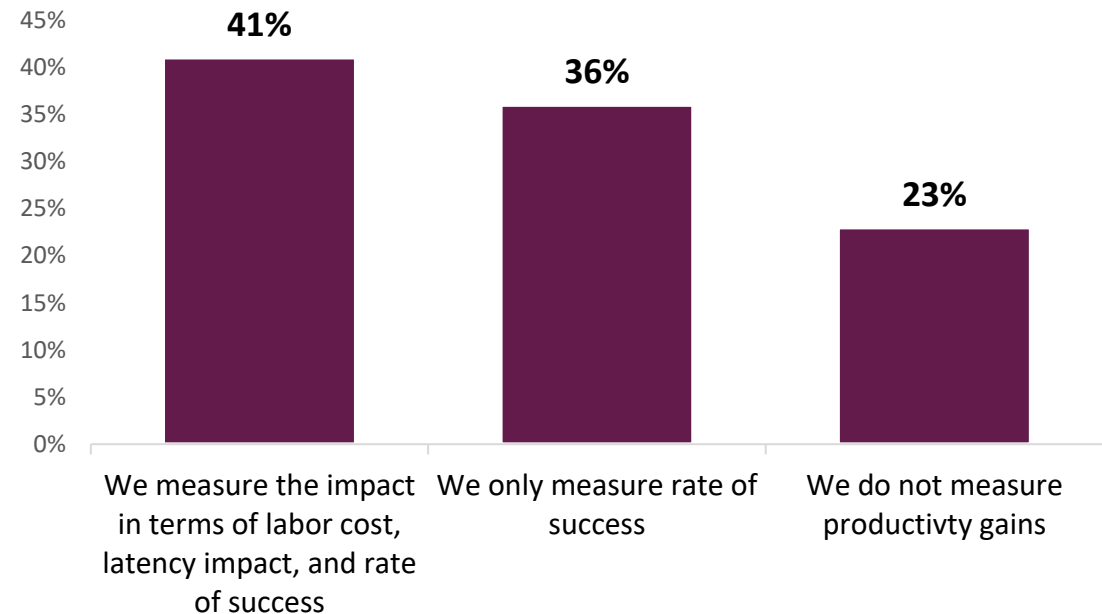
Business Transaction Productivity Measurement

Most organizations partially measure business transaction productivity for employees and measure the impact of any changes in terms of labor cost, latency impact, and rate of success.

Does Organization Measure Productivity



How Organization Measures Gains After Changes in Infrastructure/Application

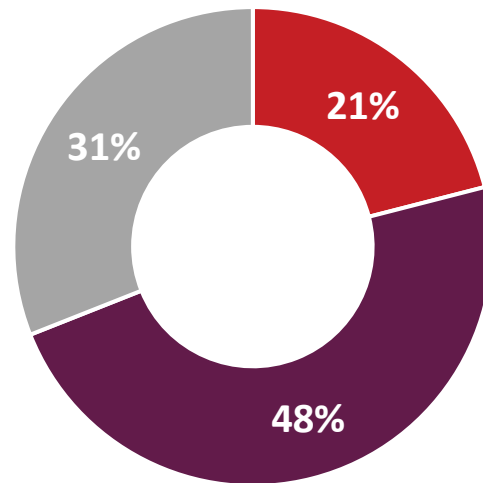


Q Does your organization measure business transaction productivity for employees?
 When making changes to applications or infrastructure how does your agency measure employee business transaction productivity gains?

Business Transaction Productivity Comparison

The majority of respondents say their organizations are comparing business transaction productivity of teleworkers to that of in-office workers, although mostly partially.

Does Organization Measure Telework vs. Office Productivity



■ Yes ■ Partially ■ No

	Civilian	Defense
No	40%	18%

Q Does your organization measure and compare employee business transaction productivity for teleworkers versus office workers?

40% = statistically significant difference



Key Takeaways

Key Takeaways



- **Agencies' culture is playing a growing role in driving change/gathering end user insights. While respondents are planning for hybrid work going forward, they are looking for a balance collaborative tools with in-person needs.**
- **When employees do return to offices, respondents are concerned that legacy architectures will struggle, and that the end user experience may not be as good as at home.**
- **All respondents see the ability to measure employee experience and productivity gains is somewhat or very important to their organization, but IT and business leaders currently collaborate reactively to identify and address employee experience issues.**
- **Most respondents say their organizations are comparing business transaction productivity of teleworkers to that of in-office workers, although mostly partially. However, those in Civilian agencies are less likely to be measuring and comparing employee productivity .**

Industry Insights from | Swish EMPOWER THE EXPERIENCE

- Overwhelmingly (70-80%) of all teams view end user experience as important to organizational success.
- However, a quarter of agencies (23%) struggle with identifying and mitigating end user issues. Only 14% report an excellent ability.
- 59% of agencies don't measure the impact in terms of labor cost, latency impact, and rate of success.
- Most agencies are reactively responding to help desk tickets (87%) and user phone calls (51%) as a primary means of quantifying issues. Only a third of agencies report using notifications from a single performance monitoring platform. Moreover, in most cases, isolated alerts inundate service desks and don't provide consolidated incident-centric end-to-end context, root cause analysis, or automated responses to optimize mean time to restore (MTTR).
- *Recommendation: Government agencies have considerable opportunity for improving IT performance insights, end user experience, and workforce productivity. Agencies should consider leveraging Riverbed Alluvio's end-to-end Observability as a single platform for multiple teams to proactively identify user issues, contextually analyze them across multiple teams, and use run books to automate corrective actions to solve user issues fast and reduce the load on IT staff.*

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