



# IDC Survey of 2015 ISSS Participants Final Results

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# Survey summary

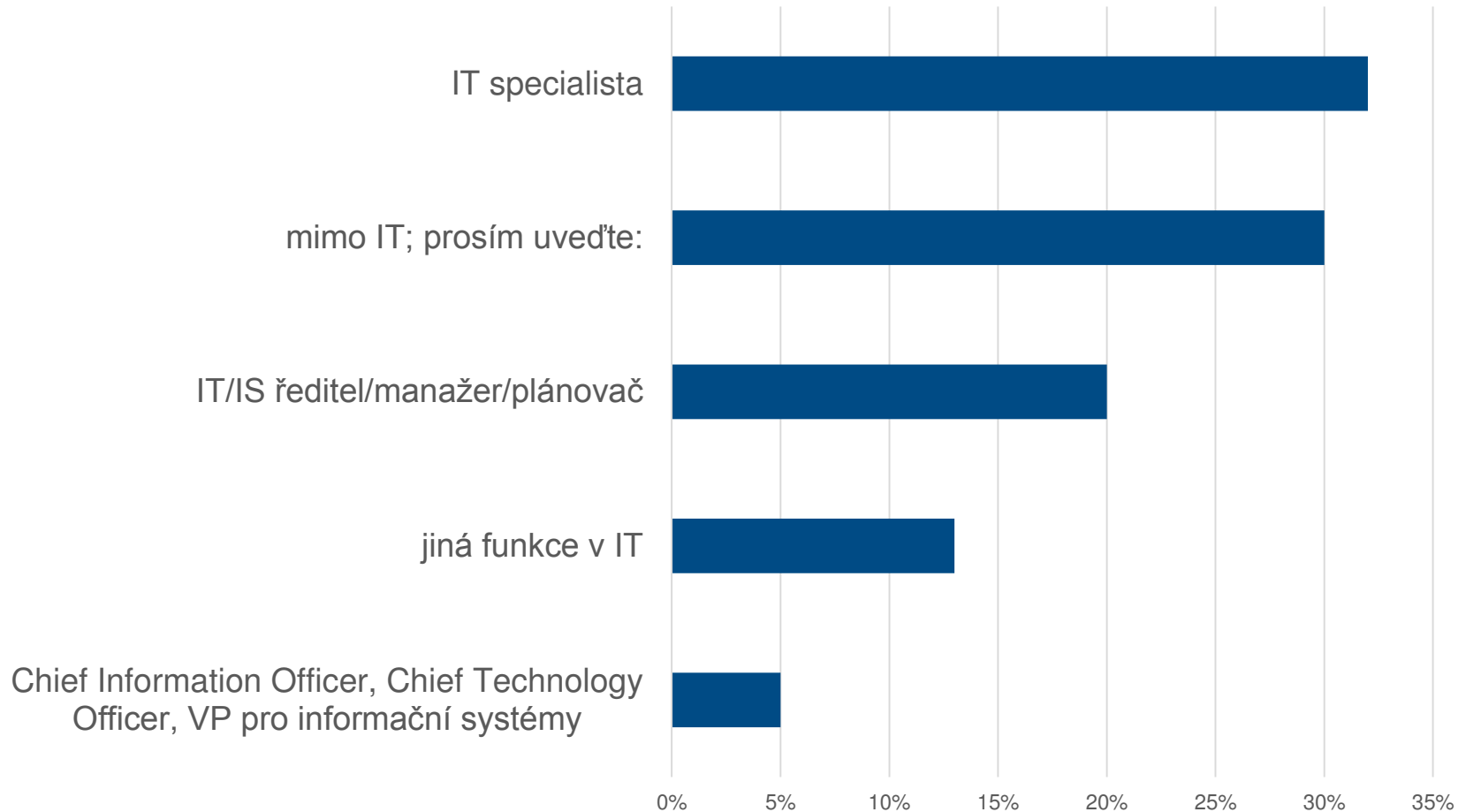
Working with Triada, the organizers of ISSS, IDC conducted a short survey of to the hopes and fears of government workers with regard to shared services. The shared services center will need to adopt cloud-based solutions at some point, as exceptional service, scalability, costs, standardization, and fast deployment are core value propositions. Therefore, IDC framed the survey in terms of cloud, which allowed for inclusion of questions on IT budgets directed toward cloud-based solutions.

- **Attitudes are changing.** As far as a centralized resource center goes, 56% of survey respondents believe the central government should take an active role in delivering low-cost or no-cost services. And the number is 3% higher than that given in the 2014 ISSS survey, which included the same question, suggesting growing support for the idea.
- **Current methods will stick around for a while.** Most government agencies have systems in place that are working well enough. They could be faster, have better interfaces, and expand the number of functions for back-office work and eservices delivery. This is why most agencies also have some sort of deployment and development schedule in place, if not an outright plan or strategy for transformation. Given that current systems and plans are still largely about traditional IT, it should come as little surprise that the main shared services or cloud-based services that appeal to Czech government users begin with infrastructure as a service (IaaS) and move up the stack to platform as a service (PaaS) and software as a service (SaaS), with training and education also being important.
- **But new methods will arise.** According to the survey, around 17% of government IT spending is directed toward public or private-cloud based services. In the next 12-24 months, this number should jump to around 26%. Moreover, when it comes to using a government-owned shared services center, Czech government IT professionals have named cost reduction, faster implementation and modernization, and simplification of IT architectures as the top reasons for deploying cloud-based solutions — all of which reflect the primary gains one can expect from cloud. Moreover, these three reasons for using cloud reflect the top IT priorities of improving service to citizens, reducing costs, and aligning IT with organizational strategy.
- **Fear of mismatched solutions trumps security.** The top concern about using a government-owned firm delivering cloud-based shared services is being locked into a solution that does not fit the client's needs. The related area of slow service response ranked third. When considered together, these two concerns point to a more general and legitimate concern, as vendor lock-in is an all too common occurrence for traditional IT as well. Security still ranked second, reflecting the common fear of cloud and the relinquishing some local control.

# Survey methodological notes

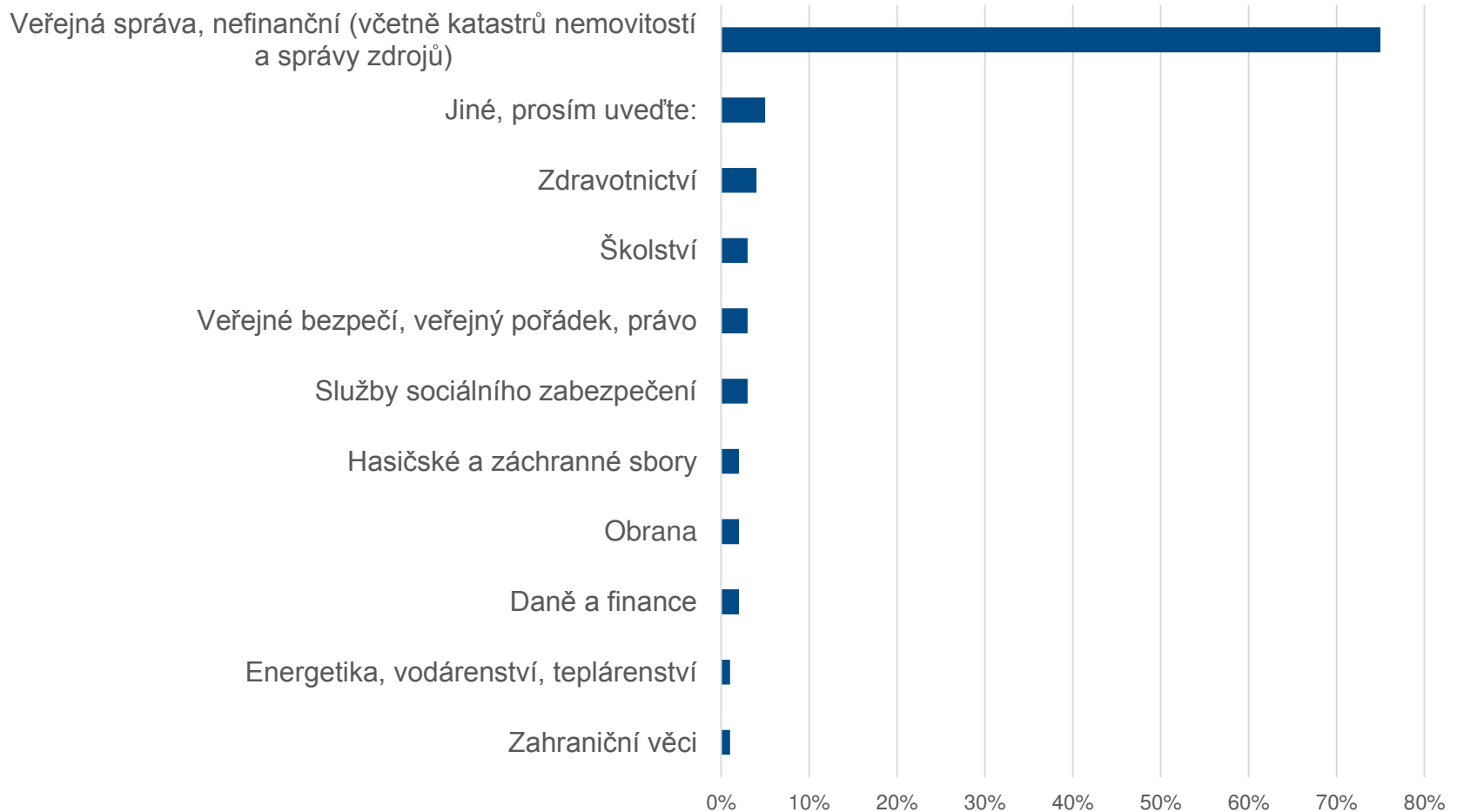
- Survey conducted online from March 30 to April 10, 2015.
- It was created by IDC in March 2015.
- The survey theme is cloud/shared services.
- Participants are mainly government workers attending the ISSS 2015 conference:
  - around 70% are IT
  - around 72% are administration
- Triada provided the mailing list, which included 635 legitimate addresses.
- Final results include 117 reliable respondents.

# Co z uvedeného nejlépe vystihuje vaši pozici?



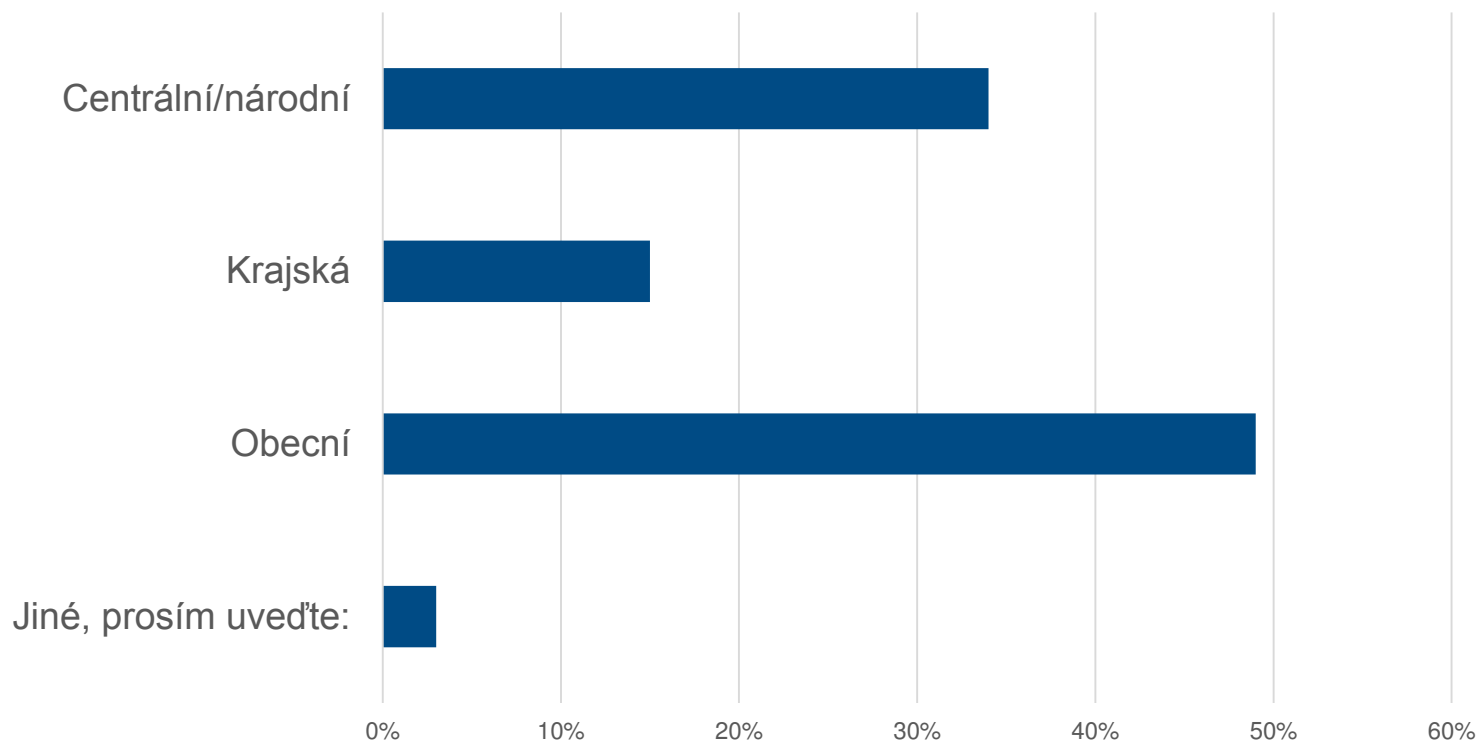
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# Který obor nejlépe vystihuje hlavní činnost Vaší organizace?

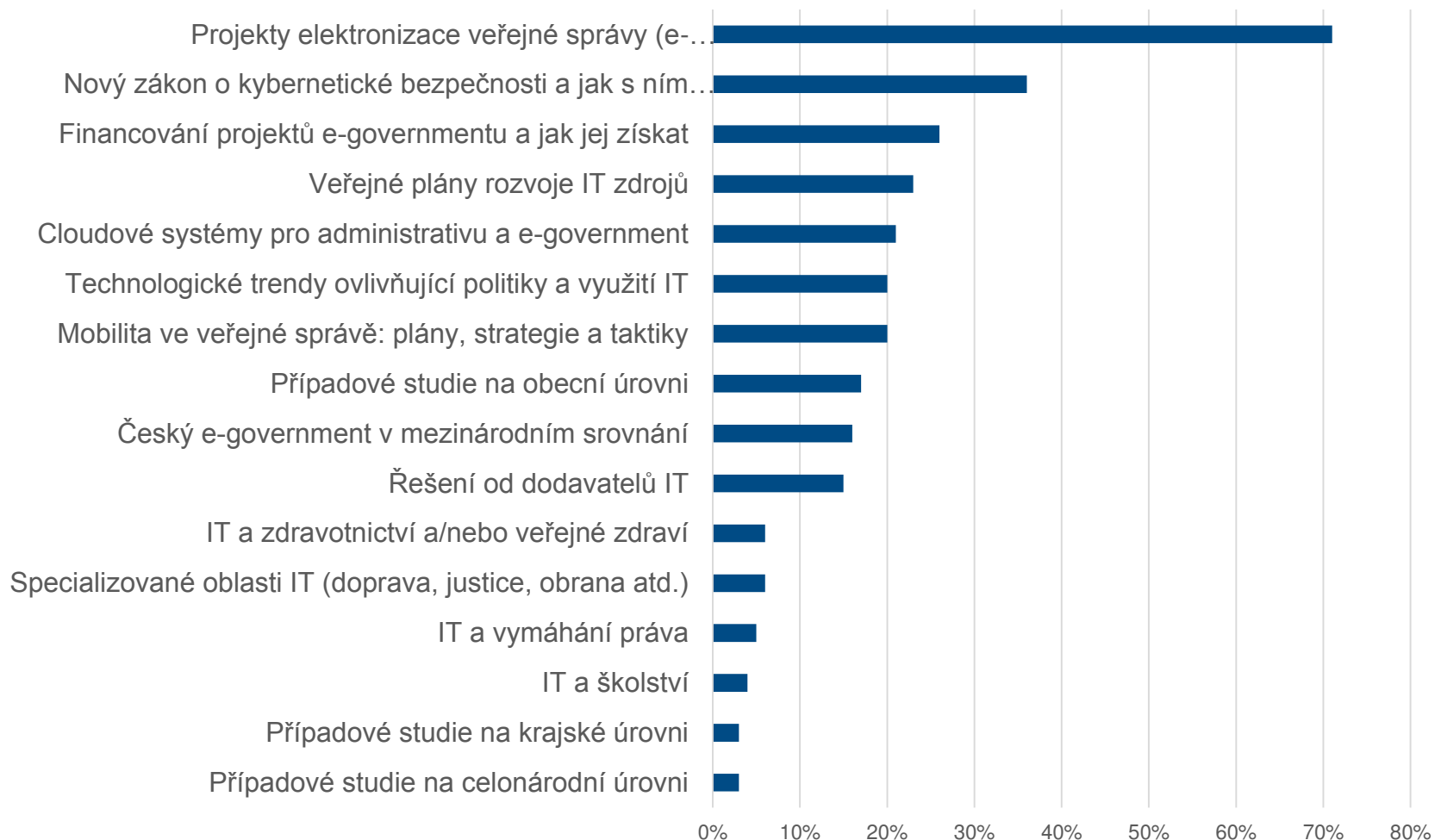


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# Na jaké úrovni váš úřad působí?

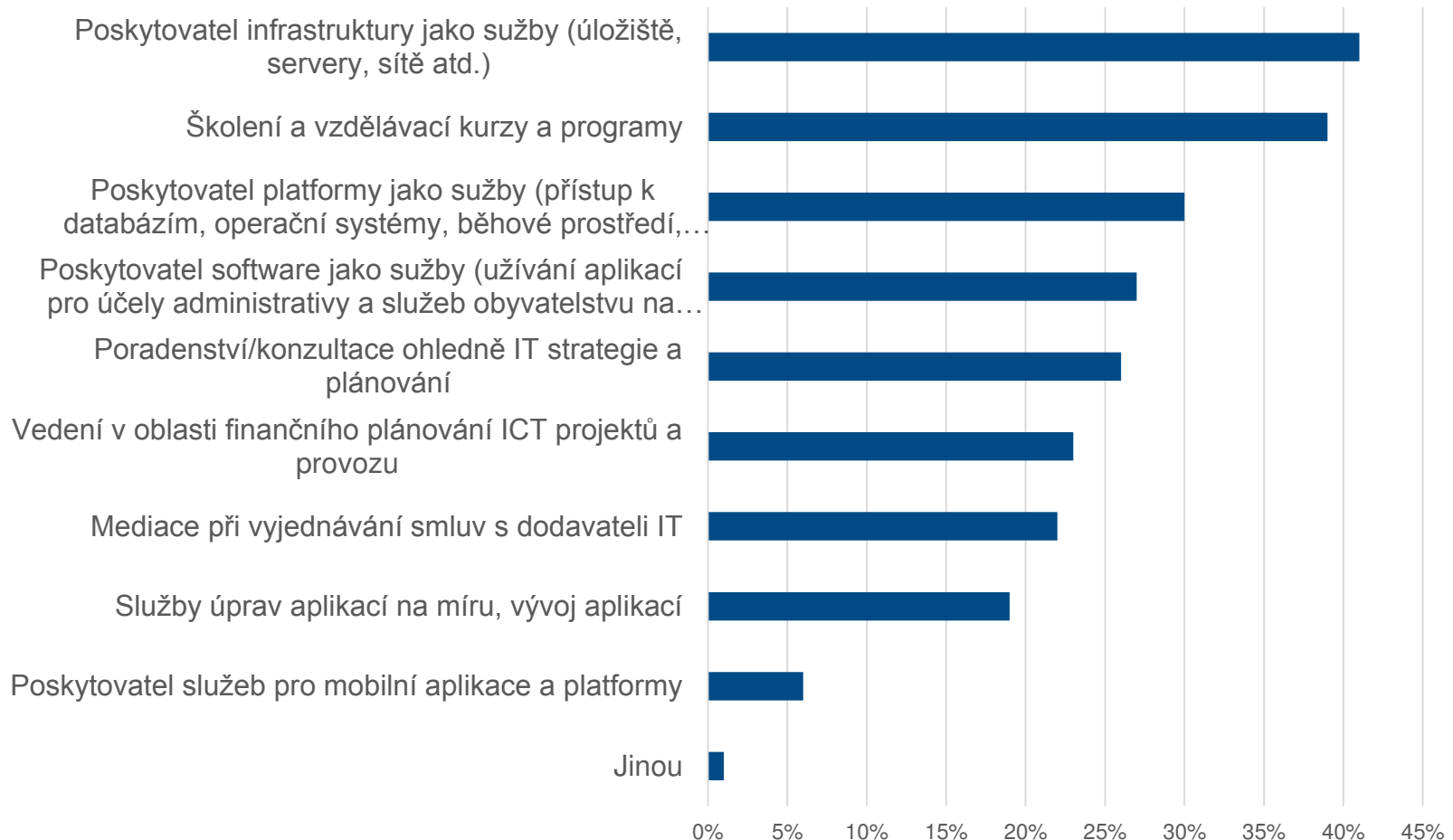


# Jaká témata by Vás na letošní konferenci ISSS nejvíce zajímalo? Vyberte tři.



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# Jakou roli by podle Vás měla z hlediska centralizovaných IT zdrojů hrát vláda? Vyberte tři.



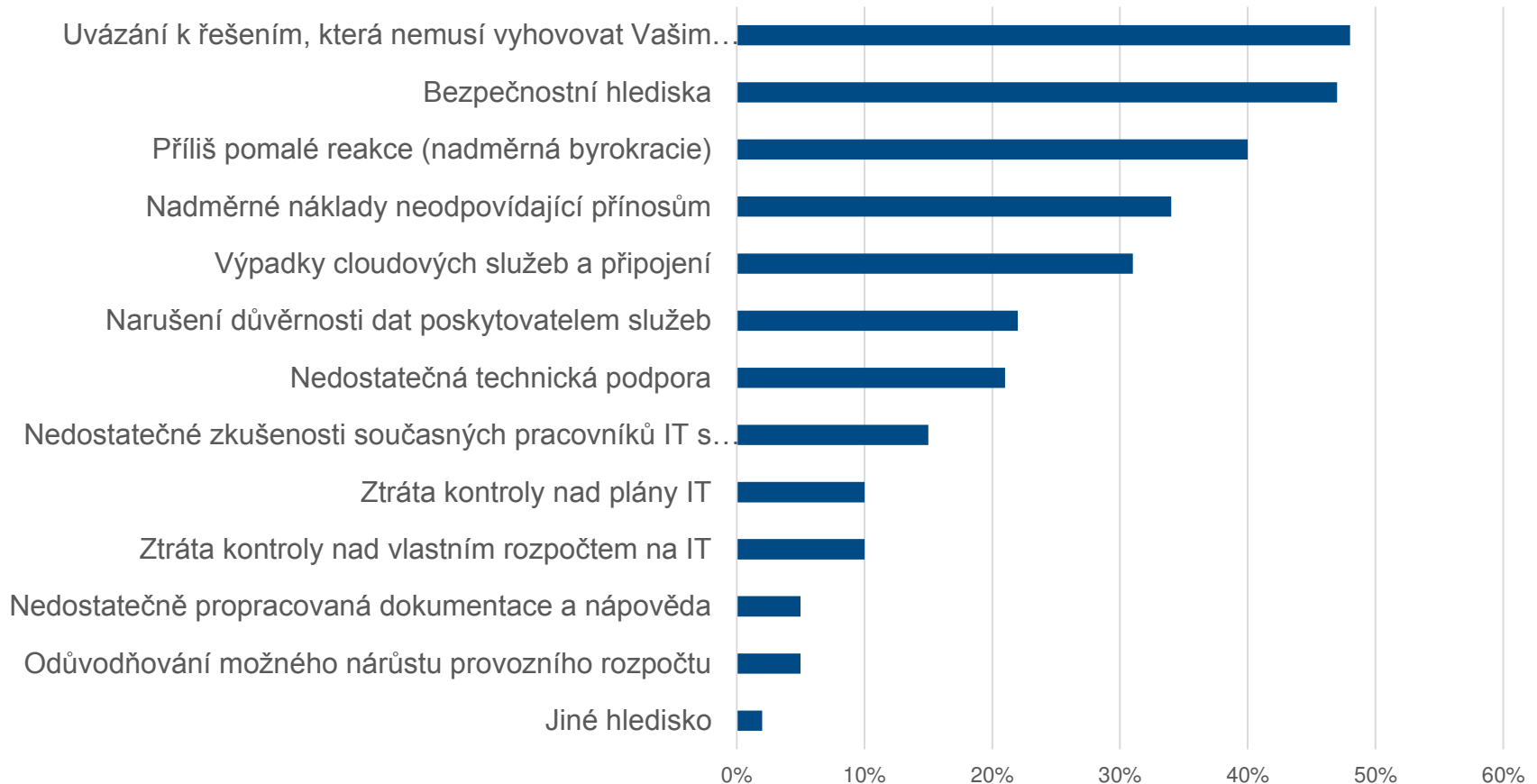
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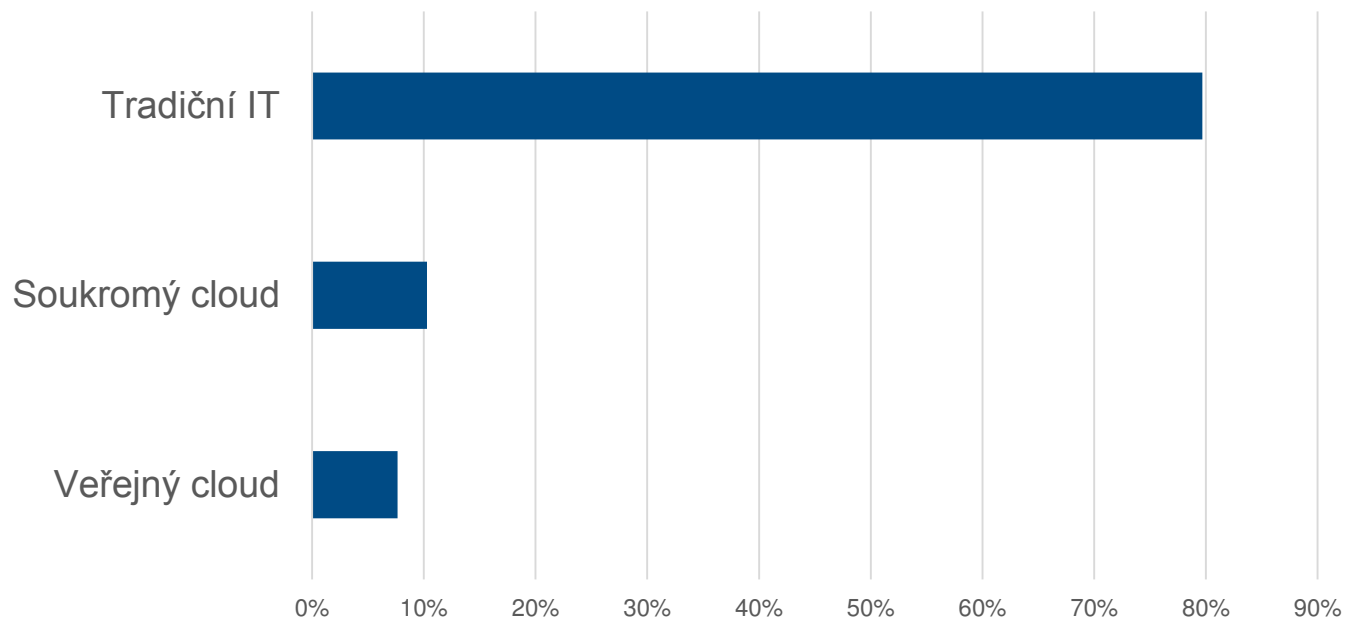
# Jaké by pro Vás byly hlavní důvody přechodu na veřejné nebo soukromé cloudové služby? Vyberte tři.



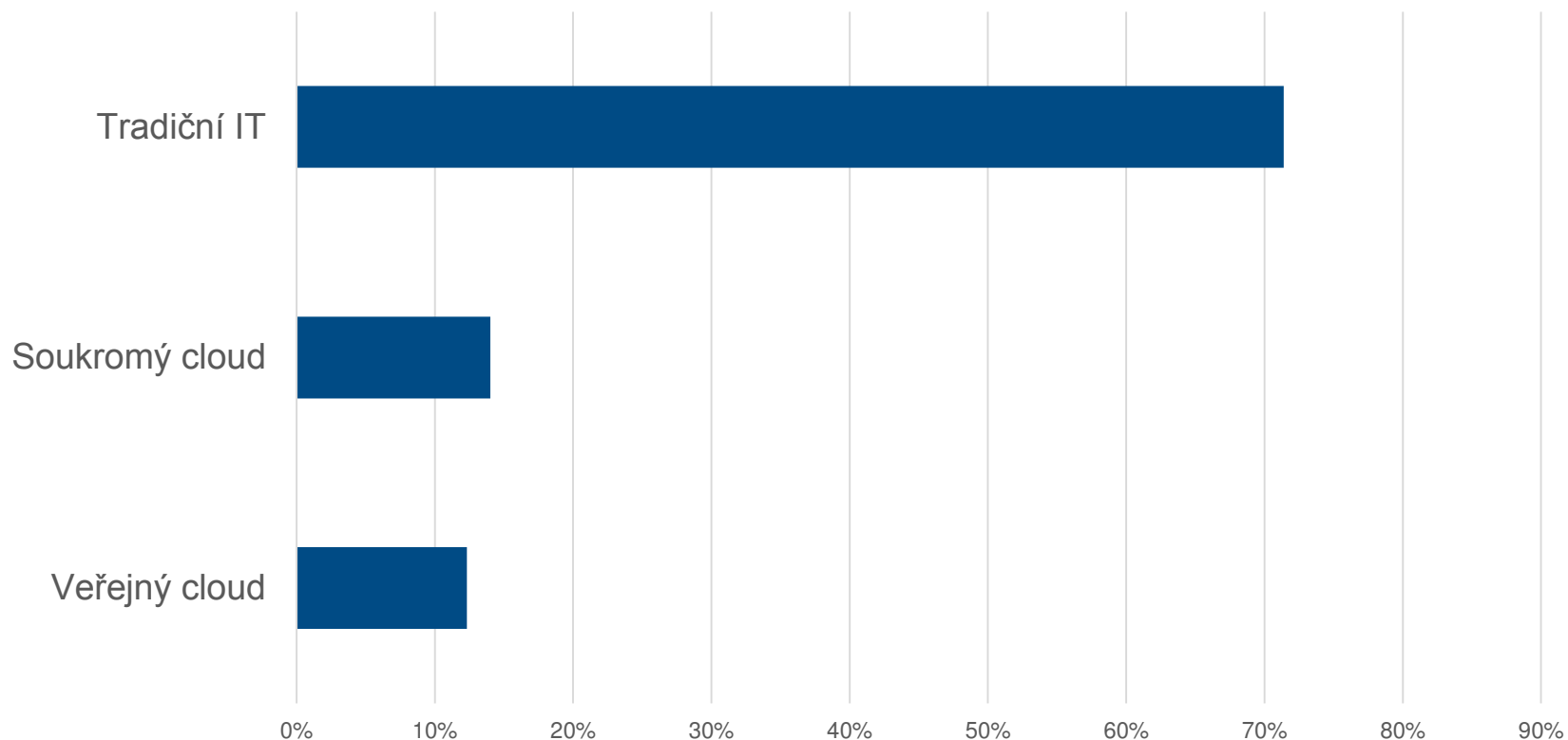
# Pokud by existoval pouze centrálně spravovaný privátní cloud veřejné správy, čeho byste se při jeho využívání nejvíce obávali? Vyberte tři.



# Jaké procento AKTUÁLNÍHO celkového rozpočtu na IT ve Vaší organizaci bude vyčleněno na uvedené oblasti?



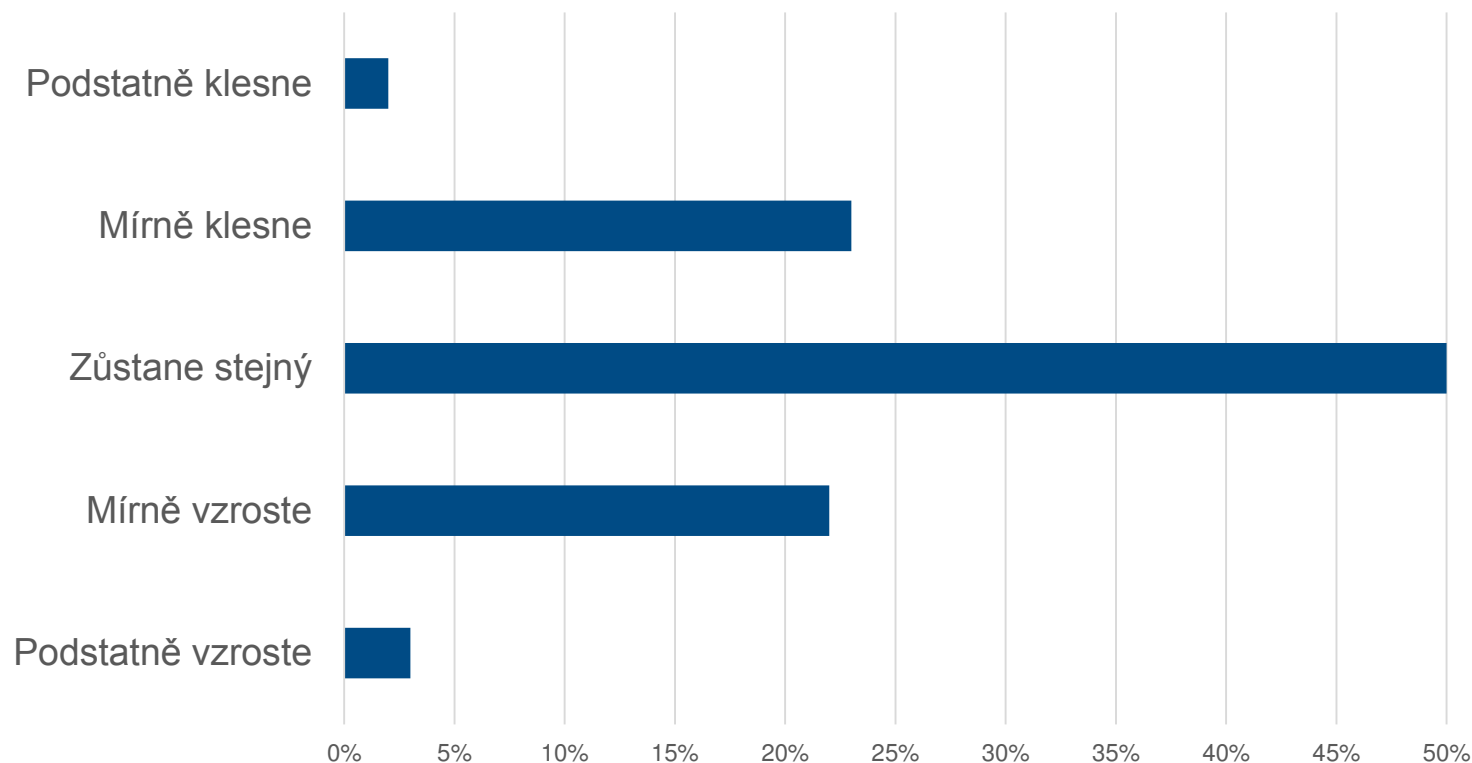
# Jaká bude situace za 24 měsíců?



# Jaké jsou tři hlavní priority Vaší organizace pro rok 2015? Vyberte tři.



# Oproti roku 2014 Váš rozpočet na IT v roce 2015



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