

Meeting the Modern Digital Demand

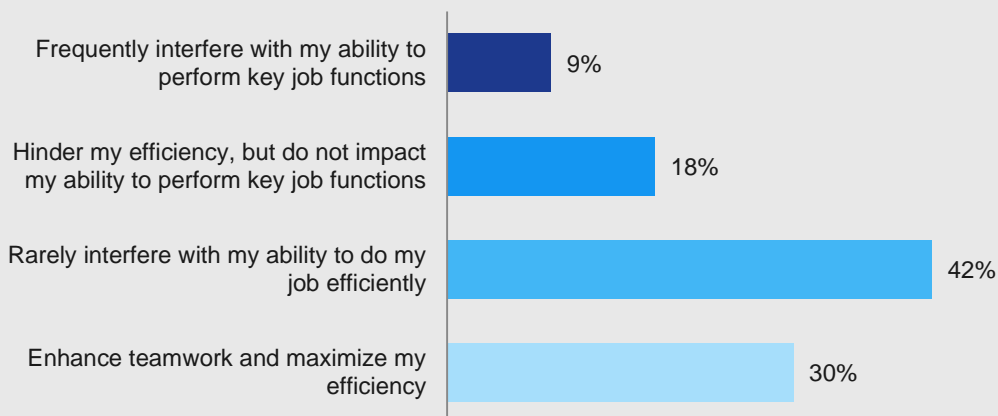
A Candid Poll on the Effectiveness of Workforce Collaboration Tools in State and Local Government

Introduction

The rise in remote and mobile work highlight the need for government employees to be continuously connected and up to date as they serve the public. To find out if agencies are seeing dividends from these new technologies, Government Business Council (GBC) polled a random sample of 148 state and local employees in July 2018.

Only 30% of respondents view their organization's communication and collaboration tools as drivers of effective teamwork and efficiency

Please complete the following statement with the option that most accurately reflects your opinion: "My organization's communication and collaboration tools _____."



Percentage of respondents, n=148
Note: Percentages may not add up to 100% due to rounding

- **9%** of respondents feel that their organization's collaboration tools frequently impede their ability to perform key aspects of their job.
- Another **18%** say that, while they do not interfere with their ability to perform key job functions, they do hinder their efficiency.

Analysis:

These results confirm that these tools are not serving government employees or their constituents as intended.

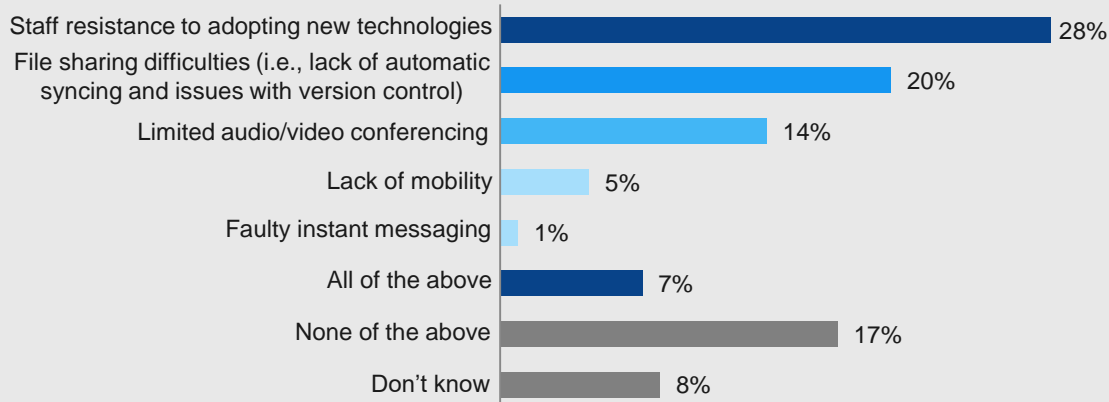
CenturyLink's Perspective

CenturyLink has created solutions that enable public sector employees to securely work in a new adaptive and mobile environment. From high-speed internet to unified communications systems to public, private, and hybrid clouds, CenturyLink provides the foundational communication and collaboration tools that state and local governments need to empower their workforce and transform the way they serve the public. CenturyLink simplifies data-sharing and facilitates rapid communication, while simultaneously ensuring systems remain fully secure and compliant with all mandated security and privacy requirements.

Respondents identify cultural and technical hindrances to their optimal job performance

- The most common obstacle to respondents' optimal job performance is staff resistance to adopting new technologies (28%).
- 20% of respondents feel issues with file sharing -- such as lack of automatic syncing and trouble with version control -- interfere with their work productivity.

Which of the following communication and collaboration tools/practices present the biggest obstacles to your optimal job performance? Please select all that apply.

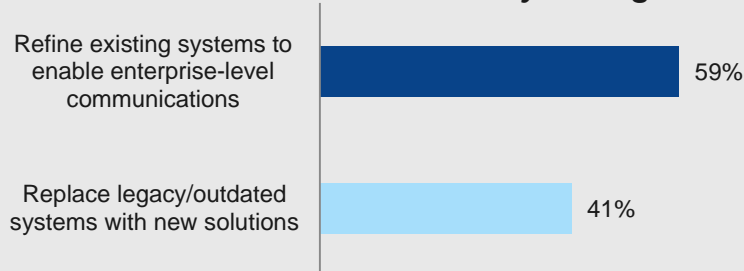


Percentage of respondents, n=110

Note: Percentages may not add up to 100% due to rounding

Respondents are divided on which is the best path forward

In your opinion, which of the following two approaches do you feel would be more effective when it comes to improving communication and collaboration in your organization?



Percentage of respondents, n=119

Note: Percentages may not add up to 100% due to rounding

- Just over half of respondents think reworking their current systems to enable enterprise-level communications is the best strategy for improving internal communication and collaboration (59%).
- 41% feel it would be more effective to discard the current structure altogether and adopt entirely new systems.

Methodology

GBC deployed a 3-question poll on network connectivity and access to a random sample of 140 state and local government employees. The poll was fielded in July 2018.

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 40 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 CenturyLink (CTL)

CenturyLink (CTL) is the second largest U.S. communications provider to global enterprise customers. With customers in more than 60 countries and an intense focus on the customer experience, CenturyLink strives to be the world's best networking company by solving customers' increased demand for reliable and secure connections. The company also serves as its customers' trusted partner, helping them manage increased network and IT complexity and providing managed network and cyber security solutions that help protect their business.