Bolstering the Pillars of IT

A Candid Survey of Government Officials on Agency IT Infrastructure
Overview

Purpose

Government agencies provide crucial services and infrastructure to the American people, but how do their technologies fare in supporting mission-critical work? Are the IT systems secure? Are they current and able to meet today’s demands? To learn more, Microsoft and Lenovo surveyed government employees, particularly those supporting missions in the health and human services and transportation spheres of government.

Methodology

In September of 2020, Microsoft and Lenovo issued a survey on IT infrastructure to federal and state and local government. 212 employees responded, including 52% of respondents working in IT, procurement, and program management. 41% of respondents provide either health and human services or transportation and infrastructure services to their constituents. 54% of respondents are in federal government, while 46% are in state and local government.

For more information on respondents, please see the Respondent Profile.
Research Findings

Respondents have mixed feelings on whether their critical infrastructure relies on outdated technology.

<table>
<thead>
<tr>
<th>Percentage of Respondents, n=171</th>
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</thead>
<tbody>
<tr>
<td>Strongly disagree</td>
</tr>
<tr>
<td>Disagree</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
</tr>
<tr>
<td>Agree</td>
</tr>
<tr>
<td>Strongly agree</td>
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To what extent do you agree or disagree with the following: "The critical infrastructure my agency supports is reliant on outdated technology."

36% of respondents agree to some extent that their agency’s critical infrastructure relies on legacy architecture.
Over a third of respondents agree that their agencies continuously evaluate the cybersecurity of their critical infrastructure.

To the best of your knowledge, about how often does your agency track cybersecurity progress of critical infrastructure?

- Continuously: 36%
- Weekly: 3%
- Monthly: 6%
- Quarterly: 3%
- Annually: 1%
- Never: 4%

17% of respondents think that their agencies less than continuously track cybersecurity progress of critical infrastructure.
As they age, legacy systems can be more costly to maintain, more exposed to cybersecurity risks, and less effective in meeting their intended purpose.

How confident are you that critical data being transmitted between your organization and another agency is fully secure?

- Not at all confident: 7%
- Slightly confident: 15%
- Moderately confident: 40%
- Very confident: 35%
- Extremely confident: 3%

Only 3% of respondents are extremely confident that critical data is being transmitted safely to other agencies.
We need to be more aggressive in determining what things can be done in a digital manner.

Suzette Kent, Federal Chief Information Officer of the Trump Administration
Research Findings

Opportunity exists to improve use of dual-factor authentication to protect agency IT infrastructure

Please fill in the blank: "I am _______ required to submit dual-factor authentication whenever I access my work device(s)."

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Never</td>
<td>18%</td>
</tr>
<tr>
<td>Rarely</td>
<td>8%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>18%</td>
</tr>
<tr>
<td>Often</td>
<td>13%</td>
</tr>
<tr>
<td>Always</td>
<td>43%</td>
</tr>
</tbody>
</table>

26% of respondents rarely or never use dual-factor authentication whenever accessing their work devices.
Researchers were asked to complete the following statements:

**"COVID-19 will ______ increase the number of people in my organization who work from home on a permanent basis."**

- Not: 16%
- Mildly: 11%
- Moderately: 19%
- Very mildly: 9%
- Significantly: 45%

My agency has not supplied me with sufficient IT equipment to fulfill my work duties from home for the _______.

- Short term: 30%
- Long term: 41%
- My agency has not supplied me with sufficient IT equipment: 29%

29% of respondents say that their agencies have not provided them with sufficient IT equipment despite being over six months into the pandemic.
Respondent Profile

A majority of respondents are federal government employees.

Over half of respondents work for the federal government.
Over 2 of 5 state and local respondents serve government’s critical infrastructure in health and transportation services

Of the following, which service does your organization provide to its constituents?

- Health and human services: 17%
- Transportation and infrastructure: 24%
- Other: 59%

State and local government composition

- State government: 20%
- County or county equivalent government: 29%
- Municipal government: 41%
- Other independent regional district or authority: 5%
- Other: 5%

41% are involved with health and human services or transportation and infrastructure.

Respondents were asked to choose which single response best describes their state and local government affiliation.
About Lenovo

As the world’s #1 PC and tablet vendor, Lenovo is committed to providing secure technology and services for federal, state, and local government agencies. For more than 40 years, our customers have relied on us for reliable, high-performance devices and world-class support to meet their evolving needs.

To learn more, visit LenovoForGovernment.com

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