

“What we know about IT” Employee Survey Overview and Engagement

Overview

Quick Survey Facts

60%	Response Rate
920	Total Responses
16	Agencies with >80% response rate
200+	Technical Skills Surveyed

Top 10 Agency Respondents

By number of responses



Demographics

Profile of the Average Respondent



6-10

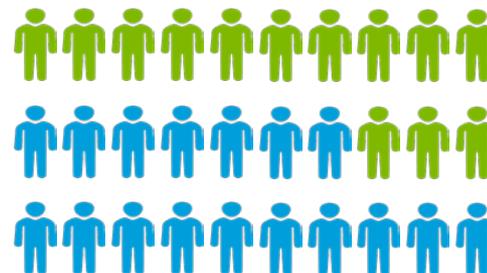
Years with the state

38.7

Hours worked per week

1.9

Number of Certifications



42%

Survey respondents retiring within the next five years (44% DoIT Overall)

Employee Engagement

Survey Categories

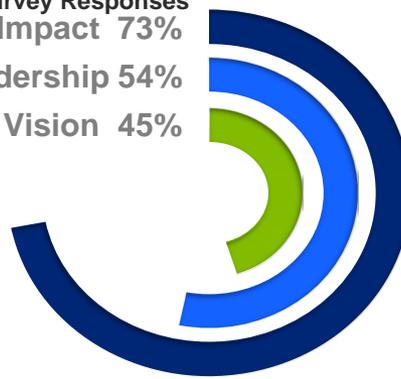
The eight engagement questions were categorized into three engagement drivers:

1. **Impact** – impact on employees at the individual level
2. **Leadership** – belief in leadership to drive the transformation
3. **Vision** – understanding the overall direction of DoIT

Positive Survey Responses Impact **73%**

Leadership **54%**

Vision **45%**



53%

Positive responses to engagement questions overall

Word Cloud Based on Engagement Open Text Responses

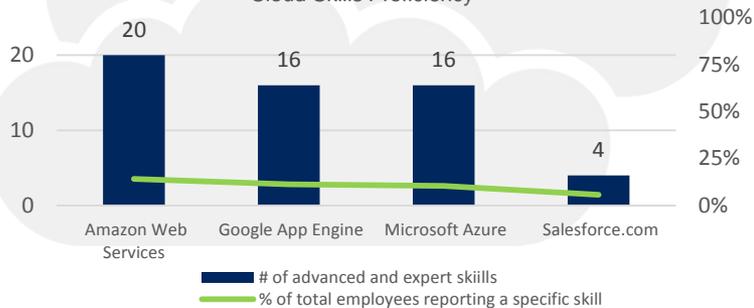


Extract of Skills Analysis

Cloud Strategic Priority

- 04** Skills Surveyed
- 02%** Respondents self reported as experts
- 95%** Survey respondents requested training
- 09** Employees currently working on related functions

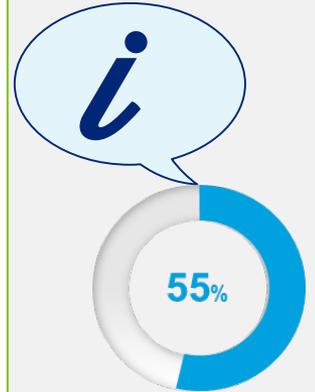
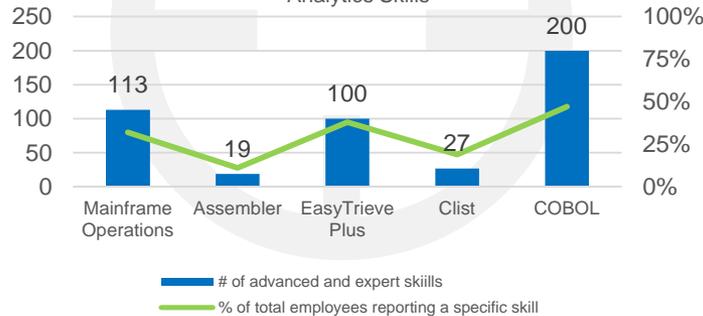
Cloud Skills Proficiency



Analytics Strategic Priority

- 04** Skills Surveyed
- 07%** Respondents self reported as experts
- 46%** Survey respondents requested training
- 19** Employees currently working on related functions

Analytics Skills

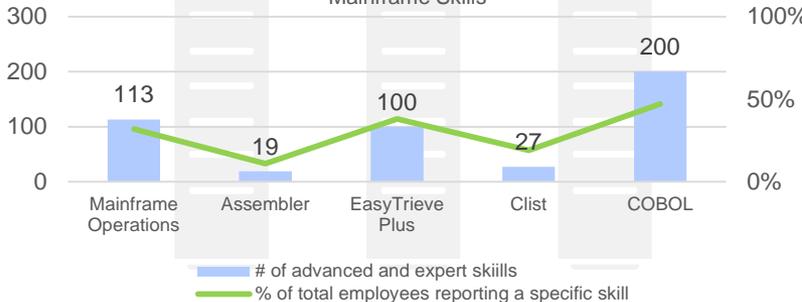


of employees surveyed reported no cloud skills, a key strategy for the state

Mainframe

- 05** Skills Surveyed
- 13%** Respondents self reported as experts
- 24%** Survey respondents requested training
- 95** Employees currently working on related functions

Mainframe Skills



Mobile Strategic Priority

- 08** Skills Surveyed
- 10%** Respondents self reported as experts
- 24%** Survey respondents requested training
- 57** Employees currently working on related functions

Mobile Skills Proficiency



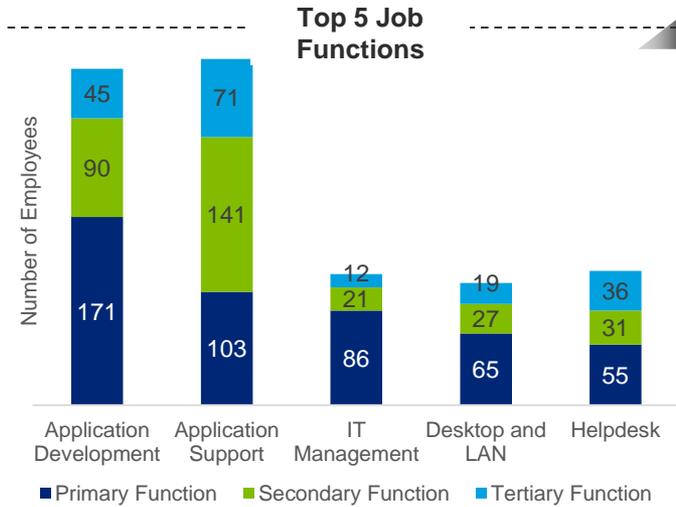
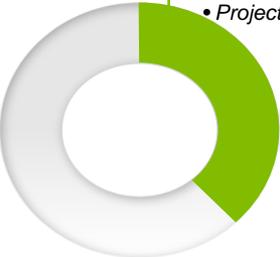
Analytics have the second highest percentage of self reported experts, however most do basic reporting

Function and Activity Analysis

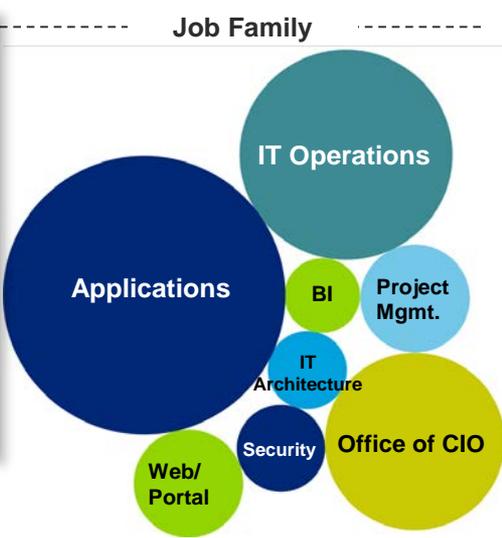
37%

Amount of time spent on the top 5 activities:

- App. Dev
- App. Support
- App. Testing
- End User Support
- Project Management



Respondents retiring in the next 5 years (42%) are mostly in the Applications job family with 22% scheduled to retire within the next two years indicating a significant talent gap.



Level Of Effort On Key Activities

Number of FTE required to complete hours of work reported

8

Business Intelligence
(303 hours/wk.; 69 employee responses)

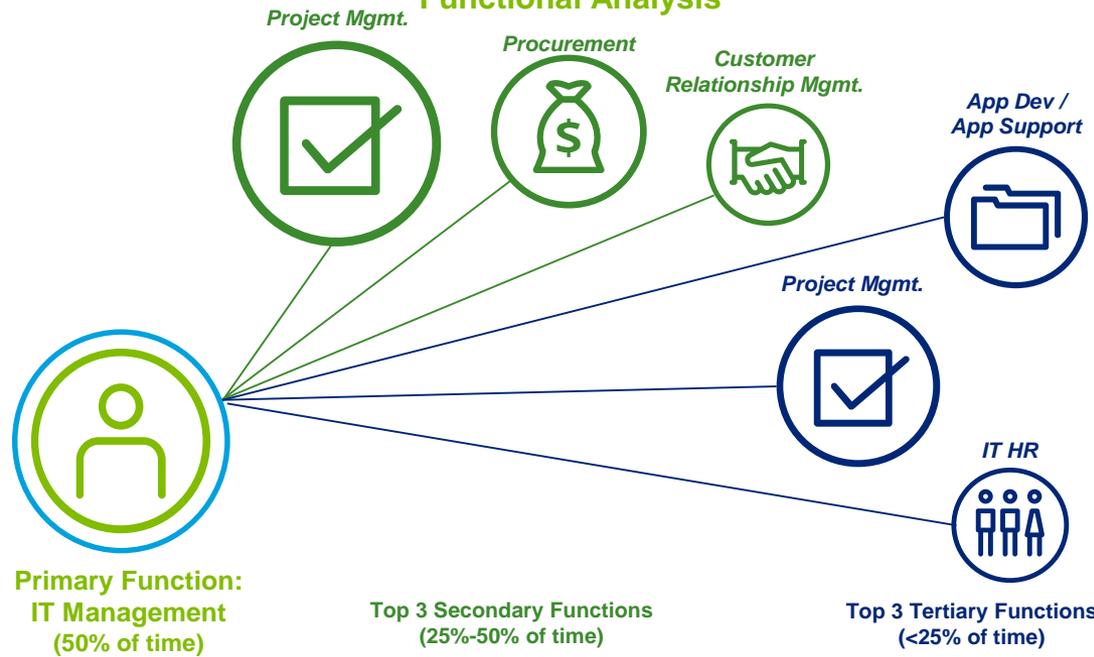
24

Security Activities
(912 hours/wk.; 61 employee responses)

31

Project Management
(1,147 hours/wk.; 200 employee responses)

IT Manager Functional Analysis



21%

DoIT Management
(based on survey respondents)

—VS.—

11%

Benchmark Management for Government Employees
(Source: Computer Economics, 2011)