CIO-CTO Survey Highlights

View from U.S. Businesses

We wanted to understand

» What impact is the state of federal IT infrastructure having on U.S. business?
» What challenges should government IT modernization solve?
» What approaches should the federal government adopt in modernizing its IT infrastructure?

Approach

» Survey of 165 CIOs and CTOs
» Mid- and large-sized U.S. corporations
» March 3-11, 2021

The Challenge

92% support

U.S. CIOs and CTOs overwhelmingly support funding for IT modernization as part of broader COVID recovery efforts

Why It Matters

26% of CIOs and CTOs say aging government IT infrastructure is harming their business. For a majority of companies affected, it’s costing them half a million dollars or more per year due to inefficiency and lost productivity.

Root Causes

CIOs and CTOs see three main causes for government IT infrastructure gaps:

1. Reliance on single-agency systems
2. Lack of stable multi-year funding
3. Failure to embrace private sector solutions
**MUST-HAVES**

Majorities of CIOs and CTOs say it is extremely important that any federal IT modernization must...

<table>
<thead>
<tr>
<th>Must-Have</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Protect systems from hackers</td>
<td>79%</td>
</tr>
<tr>
<td>Improve access to PPP loans and benefits</td>
<td>53%</td>
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<tr>
<td>Improve vaccine distribution systems</td>
<td>53%</td>
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<tr>
<td>Speed-up research on disasters and pandemics</td>
<td>53%</td>
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**SOLUTIONS**

- **Support the use of commercial technologies** using agile acquisition strategies: 91%
- **Any solution will require a long-term funding commitment from Congress**: 93%
- **Agree that partnering with the private sector is the best approach to modernization**: 97%

**IMPLICATIONS**

- Outdated federal government IT infrastructure has a real and significant cost to American businesses.
- Single-agency systems and a lack of stable funding streams are seen by U.S. CIOs and CTOs as the root cause.
- CIOs and CTOs are unified in their view that COVID recovery must include IT modernization funds.
- CIOs agree, solutions must be agile, commercial, and implemented in partnership with the private sector.