CIO-CTO SURVEY HIGHLIGHTS

C_TEC
U.S. Chamber of Commerce
Technology Engagement Center

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

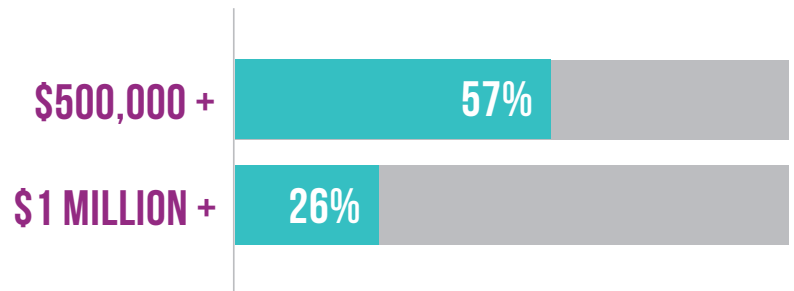» March 3-11, 2021

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.
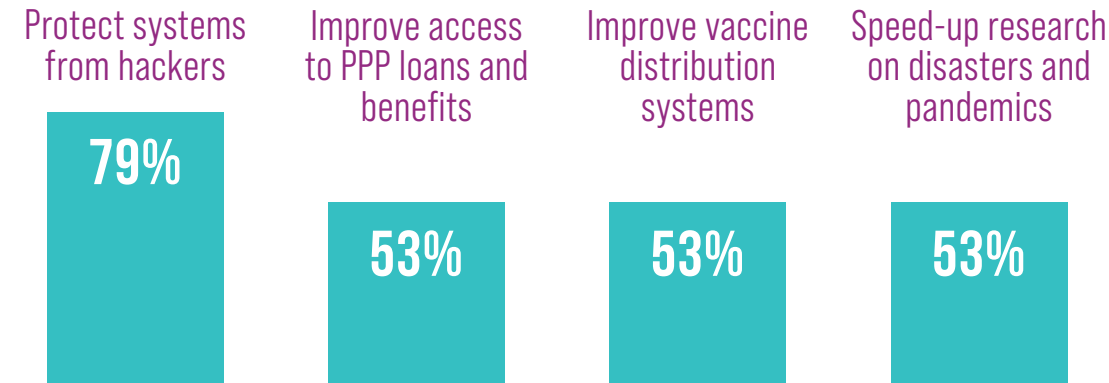
$500,000 + **57%**

$1 MILLION + **26%**

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

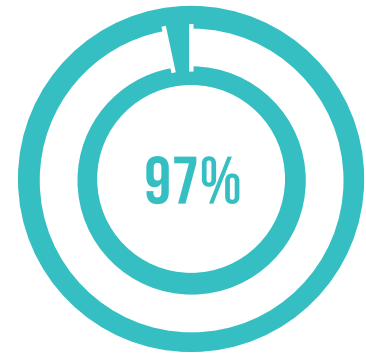Majorities of CIOs and CTOs say it is extremely important that any federal IT modernization must...

Protect systems from hackers	Improve access to PPP loans and benefits	Improve vaccine distribution systems	Speed-up research on disasters and pandemics
79%	**53%**	**53%**	**53%**

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» Outdated federal government IT infrastructure has a real and significant cost to American businesses.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.

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