nexthink

State of the DEX Industry Work Sector Report

Public and Government

Introduction

Teaming up with Vanson Bourne, a renowned independent research firm, we surveyed 2,000 ITDMs (IT Decision-Makers) and Office Workers across multiple work sectors and four major markets (the U.S.A., the U.K., France, and Germany).

Access the full **State of the DEX Industry report** here.

Access the **Country Analysis report** here and the remaining **Work Sector reports** here.

The Public and Government Report includes data from IT Leaders in: Central/Federal Governments, The Armed Forces, Education (Government & State), Emergency Services, and Local Governments.

Our survey data offers a unique layer of context for IT when analyzing their own digital workplace. Overall, the results from our research highlight a strong desire for better DEX Management technologies and strategies.

We hope this data helps inform your technology purchases, hiring needs, and end-user plans.

Inside This Report

SURVEY CONDUCTED BY VANSON BOURNE

Perceptions of DEX

Public and Government

How IT and employees perceive their IT experience varies by sector.

Are you 'completely satisfied' with your DEX?

54% of ITDMs believe their organization's workers are 'completely satisfied' with their DEX. However, only **24%** of employees feel that way.

In the Public and Government sector, the disparity between the two is similar, **36%** of ITDMs estimate their employees are completely satisfied with them, but only **19%** agree with that assessment. You can also see how other sectors, like Business and Professional Services have a shorter gap (closer in opinion) between IT and employees, whereas the two camps in Retail, Distribution, and Transport recorded the greatest difference.
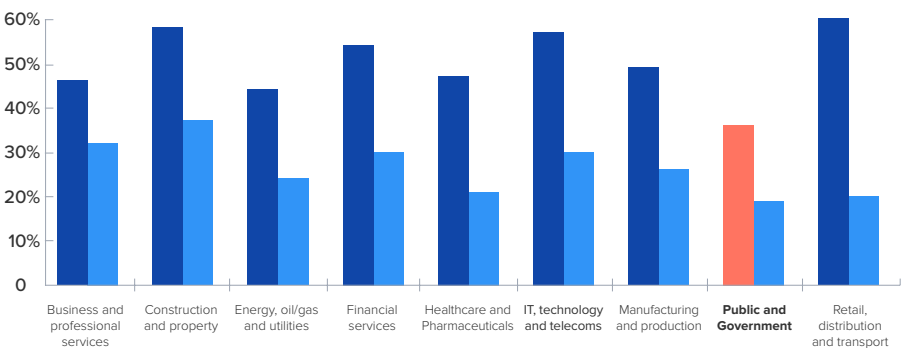
IT ⬛ I believe my organization's employees are **'completely satisified'** with their digital experience.

(Base: IT Decision-Makers)

Employees 🟦 I'm **'completely satisfied'** with the digital experience I receive at work

(Base: Office Workers)

All sectors

54%

of ITDMs believe their organization's workers are **'completely satisfied'** with their DEX

However, only

24%

of employees feel that way

Public and Government

36%

of ITDMs believe their organization's workers are **'completely satisfied'** with their DEX

However, only

19%

of employees feel that way

IT Support Performance

Public and Government

On average, **39%** of IT/technology issues that office workers experience in the Public and Government sector are reported to the IT department, which is the lowest reported figure from all the sectors in our survey!

Employees are clearly apprehensive about reporting the incidents they encounter. IT should focus its efforts on two areas:

1. Correcting the barriers (real or perceived) that impede employees from reporting incidents.

2. Improving L1 and L2's ability to proactively identify and fix the incidents employees are willing to tolerate.

39%

All other sectors 44%
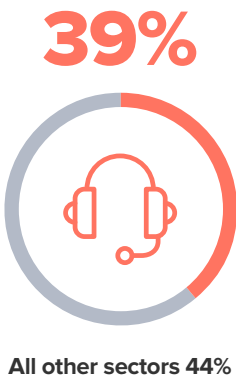
On average, IT workers in the Public and Government sector spend **53%** of their time fixing recurring problems. This is worse than the **45%** average reported across all sectors and respondents.

EUC teams here have an opportunity to decrease troubleshooting time considerably if they can focus on automating their recurring tasks.

53%

All other sectors 45%
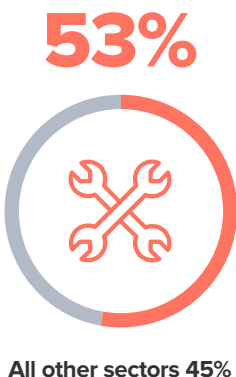
Office workers in the Public and Government sector experience IT issues that last **28 minutes**, on average. This is virtually identical to the average of **27 minutes** across all sectors and respondents.

Some technology problems are bound to slip through the cracks, but with a proper DEX Management tool, EUC teams can eliminate manual work and troubleshooting by applying automated patches, system updates and a host of other proactive solutions.

28 min

All other sectors 27 min

Public and Government

New Technologies

Public and Government

IT leaders in the Public and Government sector are looking to **replace/ remove 54% of devices** over the **next 3 years**. This is slightly above the average of 50% reported from IT leaders across all sectors in our survey.

Undoubtedly, old hardware can negatively impact DEX, but we think most EUC Teams are making a costly mistake. In a previous Nexthink Insights report, we examined 1.6 million anonymous customer devices that were +3 years old and discovered that only 2% needed to be replaced outright! The remaining 98% could be saved with a simple RAM upgrade or configuration change!

54%
replace/ remove devices
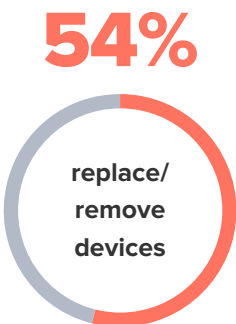
IT leaders in the Public and Government sector report they have **67% of visibility into the success of rollouts** for new technologies among end users. This is the highest reported score of any sector, sitting 11% above the average (56%) from all leaders across all sectors.

While 67% seems optimal, the truth is that anything less than 100% visibility is cause for concern. And one thing is knowing whether a particular technology tool was adopted and installed successfully, another is knowing whether it's legitimately being used. In a previous Insights report, we investigated over 6 million anonymous customer devices and found that 50% of software seats in those laptops and desktops were unused!

67%
visibility into the success of rollouts
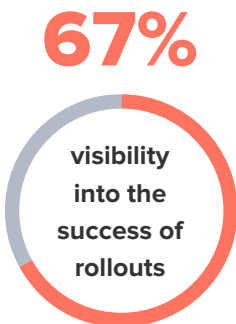
Public and Government

Future Investments

Public and Government

In 2024, IT leaders across all sectors are looking to invest heavily in DEX, automation workflow tools, and digital transformation.

While ITDMs in the Public and Government sector will focus principally on DEX, automation workflow tools, and VDI.
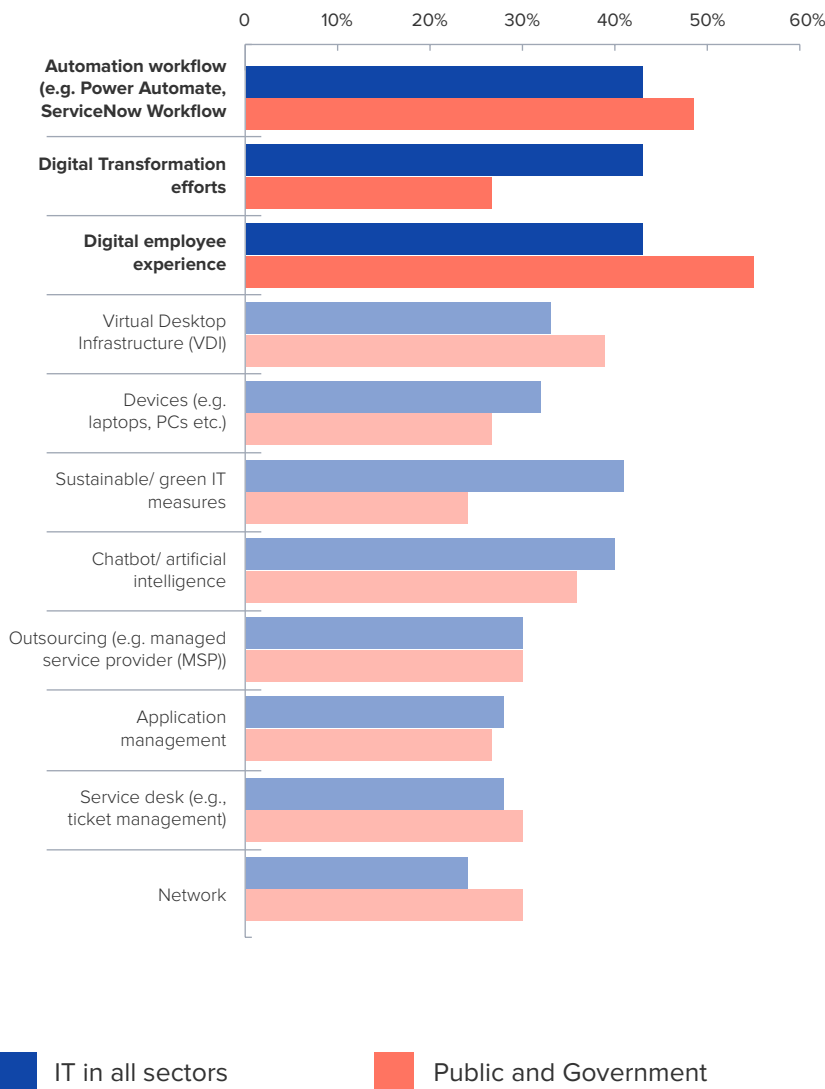
Q7. Thinking ahead to 2024, what areas does your organization's IT department plan to increase investment, or invest in?
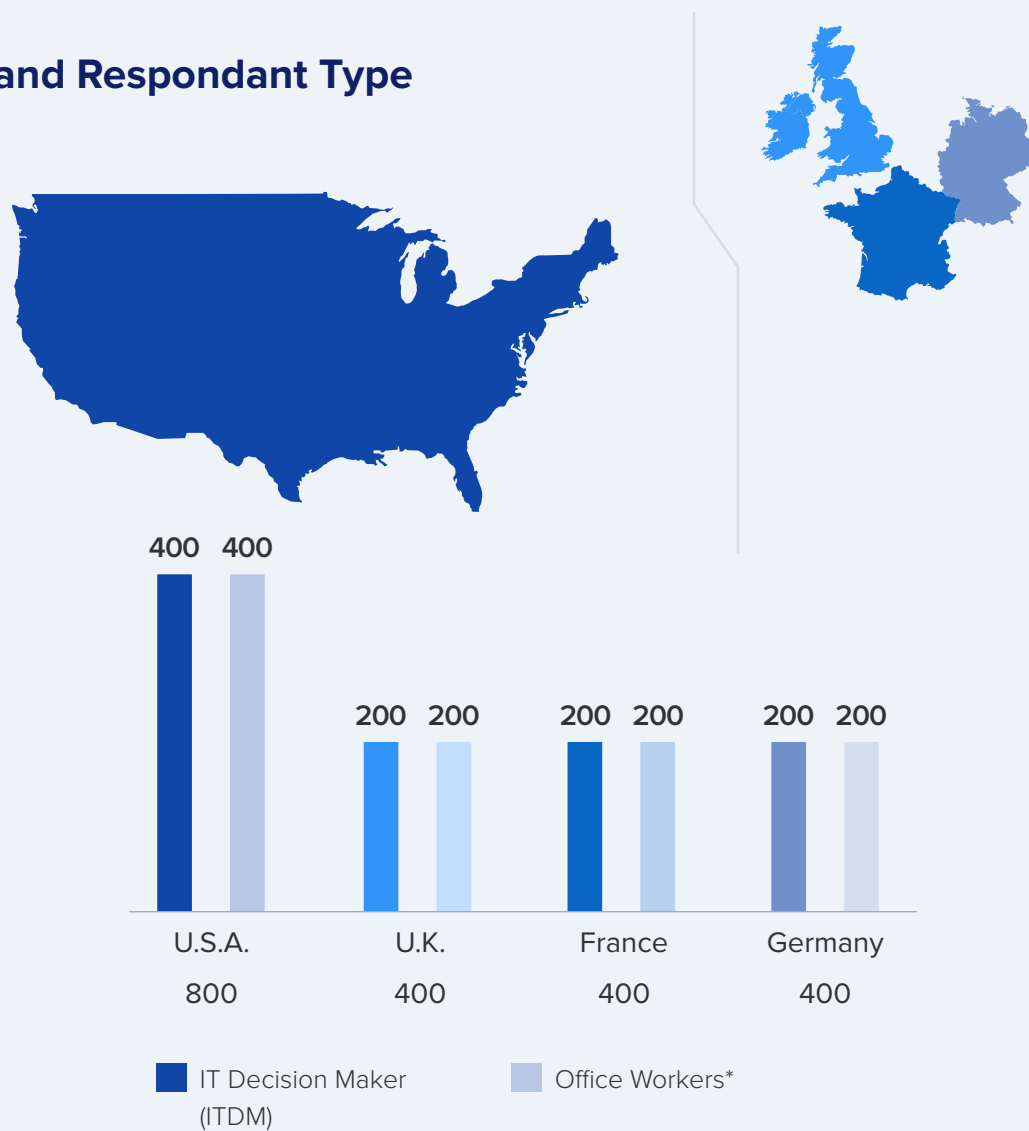
(Base: IT Decision-Makers)

In 2024

43%

IT leaders across all sectors are looking to invest heavily in **DEX, automation workflow tools and digital transformation**

Legend:
- ■ IT in all sectors
- ■ Public and Government

About the Survey

Teaming up with Vanson Bourne, we interviewed 1,000 Senior IT Decision Makers and 1,000 *Office Workers during summer 2023.

Country and Respondant Type

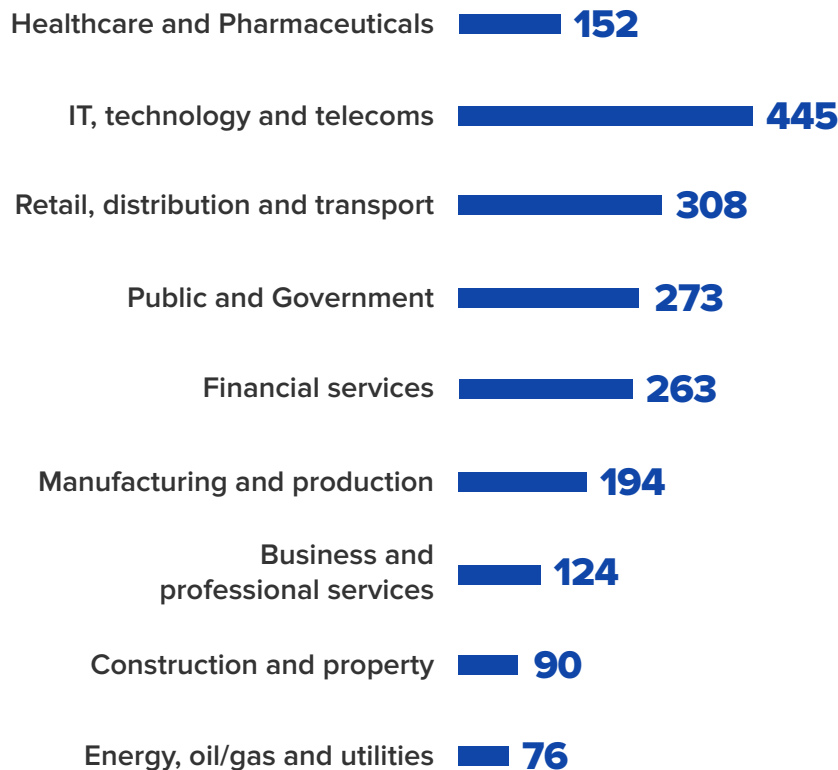|	U.S.A.	U.K.	France	Germany
IT Decision Maker (ITDM)	400	200	200	200
Office Workers*	400	200	200	200
	800	400	400	400

IT Decision Maker (ITDM)

Office Workers*

Respondent type is based on both functional area and seniority of respondent.

*Office Workers: employees from any non-IT function and any seniority level. Includes in-office, hybrid and remote workers.

About the Survey

Respondents by Sector

Sector	Value
Healthcare and Pharmaceuticals	152
IT, technology and telecoms	445
Retail, distribution and transport	308
Public and Government	273
Financial services	263
Manufacturing and production	194
Business and professional services	124
Construction and property	90
Energy, oil/gas and utilities	76

Note: the data above omits, and in some cases, combines respondents from work sectors that differ, slightly, from those listed in the State of the DEX Industry Report. Where we reference averages based on all work sectors, those calculations are pulled from the entire sample size of respondents (2,000 in total; or 1,000 ITDMs or 1,000 Office Workers, depending on the question).

ABOUT NEXTHINK

Nexthink is the global leader in Digital Employee Experience management. The company's products allow enterprises to create highly productive digital workplaces for their employees by delivering optimal end-user experiences. Through a unique combination of real-time analytics, automation and employee feedback across all endpoints, Nexthink helps IT teams meet the needs of the modern digital workplace.

Have questions about the Nexthink platform?

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