

A Boundless Government

A Biennial Poll on Federal Mobility and Wireless Access

Introduction

To learn more about federal wireless access, Government Business Council (GBC) issued its first survey in a series in April 2018. Two years later, GBC revisits the issue to gauge progress in government's wireless front. The latest iteration of surveys was fielded in June 2020 to a random sample of 140 federal employees, including 64% of federal civilians and 36% of defense personnel.

Findings

Respondents report improvements to wireless capabilities since 2018

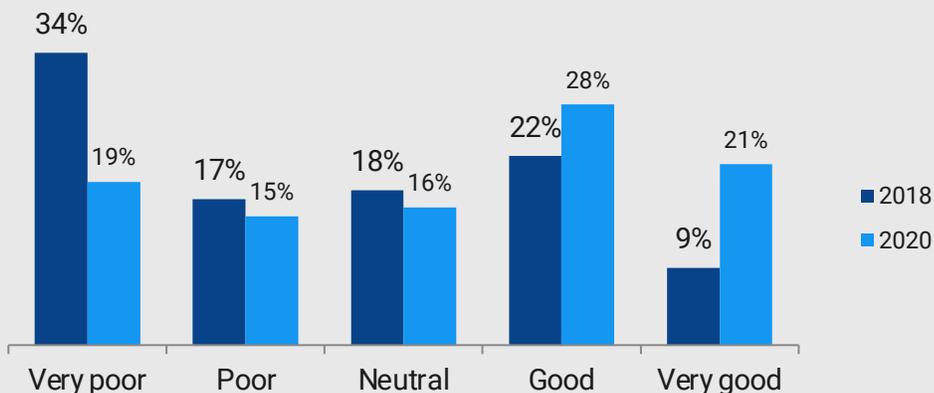
34%

of respondents from the 2018 survey on wireless rated their agency's wireless capabilities as very poor compared to just 19% in 2020.¹

9%

of respondents in 2018 said that their agency's wireless capabilities were very good compared to over twice that amount in 2020.

How would you rate your organization's wireless/Wi-Fi capabilities with regard to enabling mobility in your work environment?



Percentage of respondents, n=140
Note: Percentages may not add up to 100% due to rounding

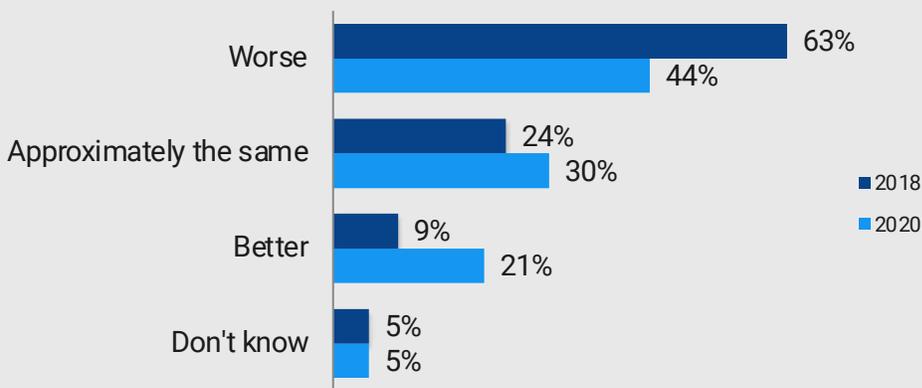
Insights from CommScope

The primary mission of military and civilian federal agencies—protecting and serving citizens – depends on reliable access to information. The means to access this information is improving, but is also an ever-changing landscape. As the number of devices and channels to access data grow, so does the need for an efficient and effective network.

CommScope knows how to help federal organizations update their network infrastructure in a scalable, cost-effective, and secure manner. CommScope is the only company to offer a complete licensed and unlicensed suite of wireless products with the ethernet switching products, cable and fiber infrastructure to support agencies implementation of 5G, private LTE and Wi-Fi 6. We make life easier for IT—with a total cost of ownership (TCO) that gets IT modernization done faster.

While user experience has improved, many still feel that their agency's wireless access is relatively poor

In your opinion, how does wireless access in your organization compare to your wireless experience outside of your job?



Percentage of respondents, n=131

Note: Percentages may not add up to 100% due to rounding.

9% of respondents in 2018 felt that their wireless experience at their job was better or significantly better than that outside of their job. In 2020, 21% of respondents feel the same way.

44% of respondents in 2020 feel that their organization's wireless access is worse or significantly worse than that outside of their job.

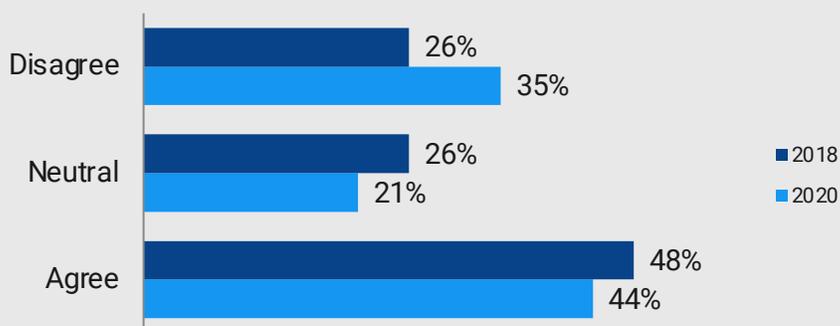
More respondents than not need wireless access to uphold productivity

Did you know?

The Federal Communications Commission is preparing for its deployment of 5G networks? The agency expedited 5G deployment in June 2020 by seeking comment on regulatory barriers for state and local governments that are looking to modify existing wireless infrastructure.²

35% of respondents disagree or strongly disagree with the statement in 2020 compared to just 26% in 2018.

To what extent do you agree with the following statement: "Lack of mobility/wireless access hinders my productivity."



Percentage of respondents, n=139

Note: Percentages may not add up to 100% due to rounding.

Methodology

GBC deployed a 3-question poll on wireless to a random sample of 140 federal employees. The poll was fielded in June 2020.

Sources

- <https://www.govexec.com/insights/reports/flash-poll-government-go/147764/>
- <https://docs.fcc.gov/public/attachments/DOC-364815A1.pdf>

About Government Business Council

As Government Executive Media Group's research division, Government Business Council (GBC) is dedicated to advancing the business of government through analysis, insight, and analytical independence. An extension of *Government Executive's* 50 years of exemplary editorial standards and commitment to the highest ethical values, GBC studies influential decision makers from across government to produce intelligence-based research and analysis.

About CommScope

At CommScope Federal, we push the boundaries of communications technology to create the world's most advanced networks. Across the globe, our partners and their solutions are redefining connectivity, solving today's challenges and driving the innovation that will meet the needs of what's next. Visit CommScope.com/federal or federalsales@commscope.com for more information.