



> Eight insights into public and third sector ICT in 2017

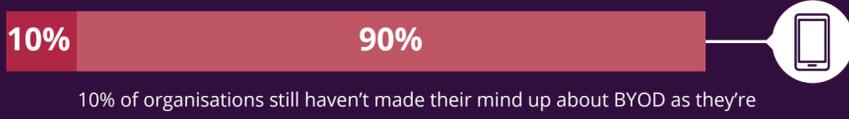
We know lots about your professional life. How? We're the leading experts in assessing and benchmarking the ICT services of local government, public and third sector organisations. Here's what our 2017 findings* reveal...

1 Your piece of the pie got a little smaller this year!



Want to know where you fit? [Speak with us now](#)

2 BYOD and cloud



We can tell you how this correlates with ICT spend. [Talk with us now](#)

3 Projects and budgets



Find out more. [Get in touch now](#)

4 You share a bit, and you outsource a little more



We've explored how this affects ICT budgets. [Contact us now to discover more](#)

5 Your users are becoming happier!



Find out where your users sit. [Call us to learn more](#)

6 When supporting ICT users, prevention is better than the cure

Per user operational incidents has risen to 4.7 but remains low compared to our historic data



How many incidents do your users have to deal with? How quick are they resolved? [Speak to us](#) to find out where you can Improve.

7 ICT users are impressed!



Find out more. [Get in touch now](#)

8 What devices are being used



'Workstations' means desktops, laptops and thin clients, while 'devices' includes mobiles and tablets. We compared these findings with user satisfaction and saw a definite pattern [Speak with us now to discover more](#)

> What's your take on this?

Now's your turn – we'd love to speak with you. Why? Because we love data, and we love helping public and third sector ICT professionals do their jobs to the full. We've used our findings to produce for you a guide to the next steps you can take, including quick wins, mid-term projects and long-term goals.

[Contact us for more information](#)

Fancy a quick chat?

Call Aimie Francis, Improve Manager, on **01604 876371**, or [Email](#) her now

Want us to call or email you back?

Complete [this form](#) now – it won't take more than five minutes

*Our findings are based on the answers provided by 26 local government, public and third sector organisations in 2017.

Socitm is a professional association for people who work in digital and technology roles in local government, as well as public and third sector organisations. As an association, our focus is helping these people and their organisations achieve and exceed their professional aims – and we have been doing so for more than 30 years.

As a member organisation, we conduct research into the ICT and digital functions of our members' organisations, while developing policy in this area. As part of that research, we offer extensive benchmarking and assessment services which help local authorities and public/third sector organisations evaluate their ICT and digital performance. This in turn gives these professionals insight into how they can improve, innovate and deliver better technology and digital services to their users and the wider public.