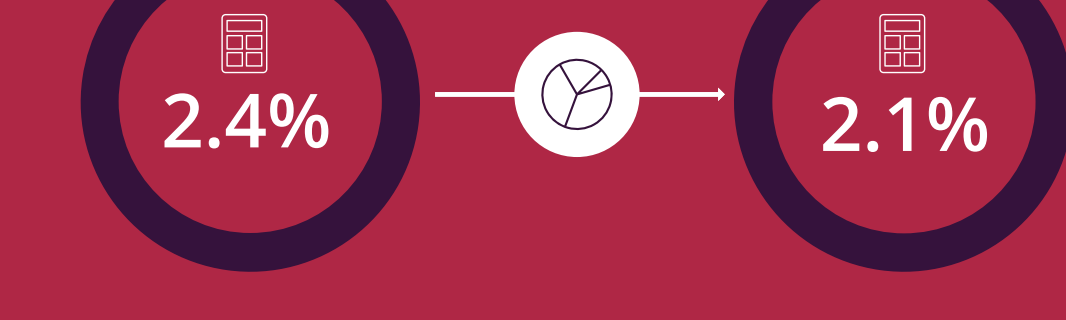




## > Eight insights into public and third sector ICT in 2016

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 2016 findings\* reveal...

### 1 Your piece of the pie got a little bigger last year, but it's still tiny

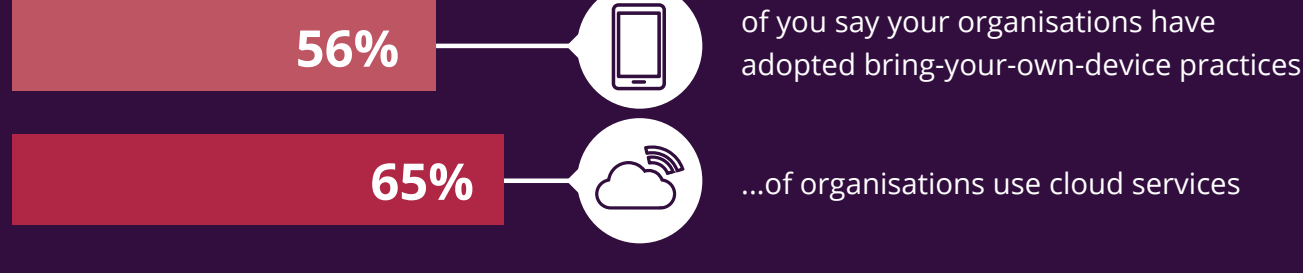


ICT spend made up 2.4% of overall organisation budget in 2016

Compared to 2015, when it was 2.1%

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

### 2 BYOD and cloud isn't universal



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

### 3 Pursuing good practice trumps proving good practice



81% of you say you're on a mission to comply with seven ISO/IEC standards

But only 12% say you are certified in these standards

 Find out about the standards we're referring to. [Get in touch now](#)

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

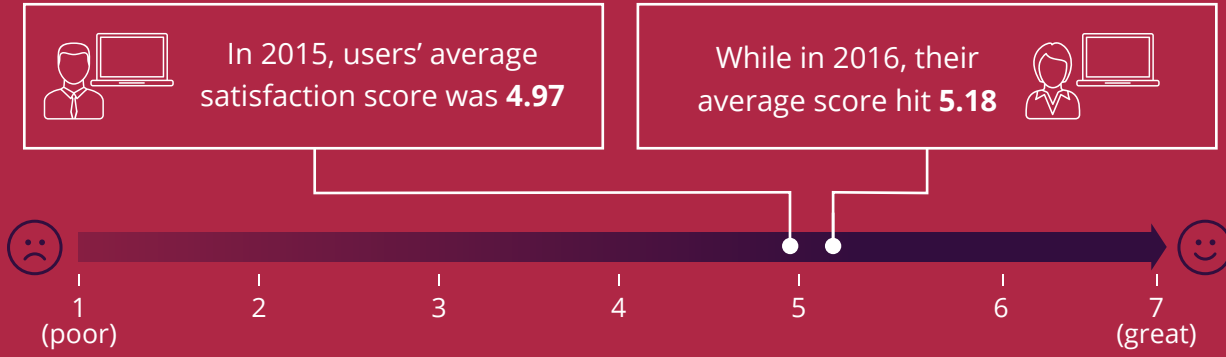


32% of you are in some kind of shared service

While 56% of you report using an outsourcing arrangement

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

### 5 Your users are getting happier – even more so if you make one subtle change




In 2015, users' average satisfaction score was **4.97**

While in 2016, their average score hit **5.18**

 We found how a simple tweak could improve scores. [Call us to learn more](#)

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

In 2016, ICT users reported an average **3.9** help desk incidents per user  And fewer incidents correlates to greater user satisfaction


 We know this seems obvious but our findings show that preventing incidents before they arise is one way to really improve user satisfaction. [Speak with us now to find out more](#)

### 7 ICT training is low, but your users may not think so



Users had just **0.59 days** on average ICT training in 2016

But those users say **0.8 days** would be sufficient


 What's going on? Given the enormous amount of time we spend using ICT, this seems extraordinarily low. But users don't seem to think so – and in fact you'd only have to offer a little more training to make them happy. We blogged about this – [have a read](#)

### 8 Workstations, devices and user satisfaction



Users had an average of **1.4** workstations last year

...And they juggled a lot of devices: **3.8**, on average

 '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 now to get your copy:

Fancy the human touch with your guide?

Call **Kendra Daly**, Socitm Research & Policy manager, on **01604 709456**, or [email](#) her now.

Want a download now with a call from Kendra later?

Complete [this form](#) now - it won't take more than five minutes to get your free guide, including a PDF of this infographic

\*Our findings are based on the answers provided by 26 local government, public and third sector organisations in 2016.

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.