

Fly Me to Your Room:

Government Video Conferencing Collaboration Report

September 24, 2012

Underwritten by:

BlueJeans

In 2011, the Federal government spent at least \$15B a year on business travel.* In November 2011, President Obama released Executive Order 13589, encouraging video conference use to decrease travel costs.

Telework Exchange surveyed 128 Federal employees to understand the value of video conferencing collaboration in the Federal government, how agencies are using it today, and what key barriers are preventing widespread adoption.

The “Fly Me to Your Room Report” also identifies the quantifiable benefits from video conferencing, such as reduced agency travel budgets and savings associated with increased Federal employee productivity.

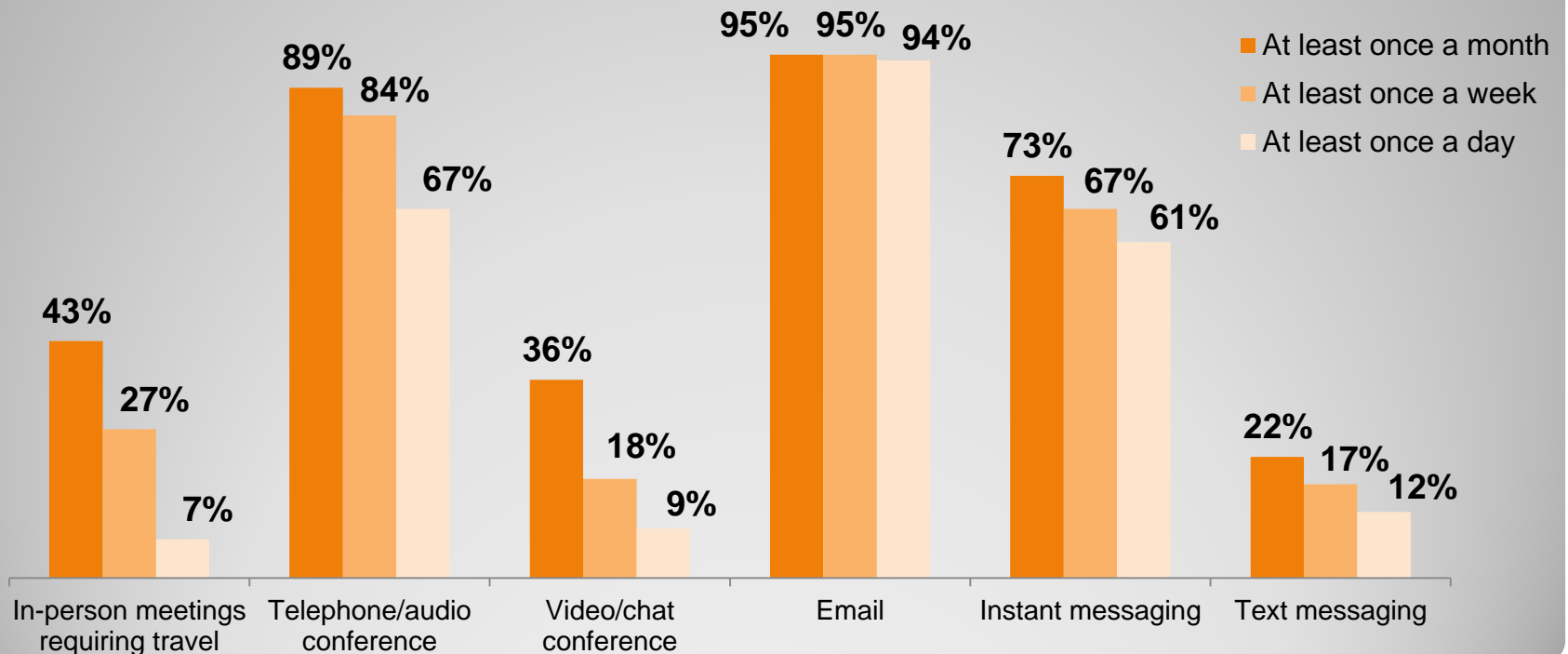


* <http://www.businesstravelnews.com/Business-Travel/Senators-Seek-To-Slash-Federal-Travel-Budget/?ida=Government&a=mgmt>

- ❖ **Video Vocation:** At least monthly, 89% of Feds speak to colleagues outside of their office via phone and 95% communicate via email at least monthly, but just 36% use video conferencing
- ❖ **Video Vacuum:** 76% don't think their agency is leveraging video conferencing to the fullest extent, and point to lack of available video conferencing solutions (53%) and network/bandwidth limitations (46%) as the biggest barriers
- ❖ **Video Value:**
 - ❖ Feds who use video conferencing report saving 3.5 hours per week in productivity, which could translate to \$8B in annual productivity savings if just 50% of Feds used video conferencing
 - ❖ Feds could also save 33% of their travel budget with greater video conferencing use, translating to a \$4.95B savings
 - ❖ Feds say video conferencing would help reign in project timelines and help them do their job more effectively
 - ❖ 84% say that they think their agency's video conferencing use will increase over the next five years; point to travel budget savings as a key driver

More than 65% of communication is nonverbal – are
Feds getting the message?*

Approximately how often do you communicate with colleagues outside of your physical office?



*Miller, P. W. (2005). *Body Language: An Illustrated Introduction for Teacher*

Video conferencing could reduce Feds' travel budget by \$4.95B**

Top benefits:*

#1 Reduced business travel: 78%

#2 Money saved: 70%

#3 Improved collaboration: 53%

#4 Reduced carbon footprint: 49%

#5 Improved work-life balance: 47%

#6 Improved engagement: 45%

#7 Improved understanding/reduced
confusion: 44%

#8 Increased personal productivity: 40%



In May 2012, the Office of Management and Budget (OMB) instructed Federal agencies to reduce their travel budgets by 30% in FY 2013 from FY 2010 levels...

- ✓ Agencies believe they could save **33%** of their travel budget with **greater use of video conferencing alone**
- ✓ **92%** agree that increased video conferencing use would **save taxpayer dollars***

*Respondents asked to select all that apply **Of those that strongly or somewhat agree

**http://www.coburn.senate.gov/public//index.cfm?a=Files.Serve&File_id=21bb2313-8c56-42ad-8b23-7e75eae96aaf

Feds could save even more with productivity gained

Approximately how much work time do you believe video conferencing saves you each week?

3.5 hours*

At 3.5 hours saved per week, if just half of Federal government workers used video conferencing, the government could save

\$8B** annually in productivity costs



*Of those that use video conferencing, n=101 **See appendix slide 15

73% agree that increased video conferencing use would help rein in **project timelines*****

60% they could do their job **more effectively** if they used video conferencing more often***



Why do you use video conferencing for work? **

- ❖ Replace in-person meetings: **63%**
- ❖ Remote training: **58%**
- ❖ Collaborate with coworkers: **53%**
- ❖ Enhance conference calls: **43%**
- ❖ Teleworking: **36%**

84%

believe video conferencing use will increase in **five years***

*Of those who selected somewhat or significantly increase **Respondents asked to select all that apply ***Of those who somewhat or strongly agree

What did you like the most about your last video conferencing experience?

*“It’s easy to use, **enhances meetings**, and allows me to work remotely.”*

*“That our group was provided remote training **instead of having to travel for it**.”*

*“I was able to discuss the task and **did not have to wait** indefinitely for a solution.”*

*“It enables **convenience, efficiency, and collaboration**.”*

*“You get to meet and greet co-workers you might not ever see physically and can **finally put a face to a name**.”*

Approximately one-third of Feds point to incompatible video conferencing platform as a barrier

76% *don't think*
that their agency uses
video conferencing to
the fullest extent*



Greatest hurdles to more widespread video conferencing use:**

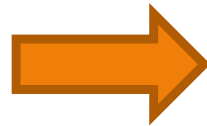
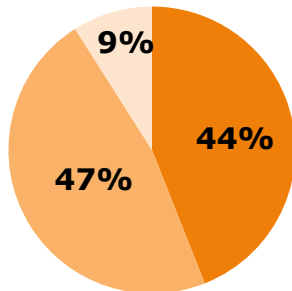
- ❖ Lack of video conferencing solutions available to employees: **53%**
- ❖ Network/bandwidth limitations: **46%**
- ❖ Lack of general use: **41%**
- ❖ Cultural barriers (i.e., phone/in-person preference): **40%**
- ❖ Lack of awareness of benefits: **35%**
- ❖ Cost concerns: **34%**
- ❖ Incompatible video conferencing platforms: **33%**
- ❖ Lack of managerial buy-in: **33%**

*Of those that strongly or somewhat disagree **Respondents asked to select all that apply

Feds want more video conferencing

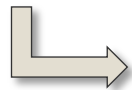
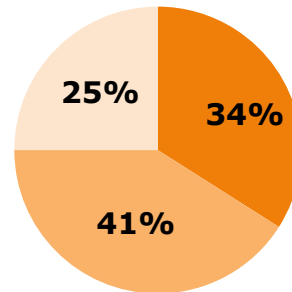
How Feds spend their meeting time now:

■ In person
 ■ Phone
 ■ Video conferencing



How Feds want to spend their meeting time:

■ In person
 ■ Phone
 ■ Video conferencing



Feds want to use video conferencing **nearly 3 times** more often than they do now



70% of Feds say they are likely to use video conferencing if it were available*

*Of those that do not use video conferencing, n=27

Video conferencing a solution to Feds' travel budget woes?

In November 2011, President Obama released Executive Order 13589 – Promoting Efficient Spending, which encouraged agencies to “devise strategic alternatives to government travel, including local or technological alternatives, such as teleconferencing and video conferencing.”

Have you noticed an increase in the use of video conferencing at your agency since the release of this order?

Yes



No, but we plan to



No, and we do not plan to



- ❖ **Use available resources:** If Feds already have video conferencing solutions, but employees aren't aware of them or don't use them – that is money down the drain for already paid for resources
- ❖ **Match supply with demand:** Feds say they want to use video conferencing, agencies should encourage and promote use
- ❖ **Interoperate:** Agencies should seek out solutions so employees can communicate with colleagues/clients with different solutions
- ❖ **Invest to save:** Agencies should invest in video conferencing so that they can decrease travel budgets and increase employee productivity



Methodology:

Telework Exchange, on behalf of Blue Jeans Network, collected data from an online survey of 128 Federal government employees in July and August of 2012.

Margin of Error:

The survey has a margin of error of +/- 8.63% at 95% confidence level.

Respondent demographics:

Agency type:	
Federal defense or intelligence agency	11%
Federal civilian agency	89%

GS level:	
GS-7 or below	12%
GS-8	1%
GS-9	8%
GS-10	1%
GS-11	13%
GS-12	22%
GS-13	22%
GS-14	15%
GS-15	6%

Thank you.

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Average time Feds estimate say they save each week with video conferencing: 3.5 hours

2,197,732	number of Federal government employees, except U.S. Postal Service*	\$83,679	average annual salary of a full-time Federal employee***
		÷ 240	number of Federal workdays in a year
3.5	number of hours a Fed employee saves each week with video conferencing	= \$348.66	average daily salary of a Fed employee
÷ 5			
= .7	number of hours a Fed employee saves daily with video conferencing	x 21	number of workdays Feds could save each year with video conferencing use
x 240	number of Federal workdays in a year**	= \$7,321.86	Fed salary equivalent of annual saved time
=168	number of hours Feds could save each year		
÷ 8	number of hours in a workday	x 2,197,732	number of Federal employees
<u>21</u>	number of workdays a Fed employee could save each year with video conferencing use	<u>\$16,091,486,022</u>	annual Fed funds that could be saved with video conferencing use

*<http://www.opm.gov/feddata> **260 weekdays per year - 10 Federal holidays - 10 vacation days = 240 Federal workdays

***<http://www.fedsmith.com/article/3343/average-federal-salary-lowest-average-pay.html>