



# IACA Information Technology Section

## Who's Doing What/Technology Survey

# Who's Doing What

<b>What is the scope of your duties?</b>		
	Business Organizations	3
	Secured Transactions	4
	Both BOS and STS	14

# Who's Doing What

<b>What are your job duties, generally?:</b>		
	Line of Business Director	8
	Line of Business Manager or Supervisor	3
	Technology Director	1
	Technology Manager or Supervisor	3
	Analyst	3
	OTHER	3

# Technology Survey

<b>How does your jurisdiction meet your technology needs?:</b>		
	Internal IT staff within the office	8
	External IT staff within state government	1
	Private entity providing service and support	1
	Total outsourcing to a private entity	0
	OTHER	11

# Technology Survey

<b>How does your office exercise governance or control over the use of information technology resources for your office?:</b>		
	IT resources under direct control of BOS or STS Director	2
	IT resources under shared control with frequent direct contact	3
	IT resources separately accountable with frequent direct contact	14
	IT resources separately accountable with little direct contact	
	OTHER	2

# Technology Survey

<b>What is your estimate of the percentage of full-time equivalent (FTE) or person hours of IT resources devoted to your office compared to line of business staff?:</b>		
	0% to 10%	9
	11% to 20%	5
	21% to 30%	1
	31% to 40%	3
	41% to 50%	1
	over 50%	1

# Technology Survey

<b>When you are engaged in projects in your office, where does the responsibility lie for managing the project?:</b>		
	Project Management provided by IT group,	10
	Project Management provided by line of business	4
	Project Management provided by dedicated project management office	1
	No formal project management resource used	
	What is project management?,	
	OTHER	5

# Technology Survey

<b>How would you characterize your office's general approach to business issues and needs?:</b>		
	Mostly Proactive	8
	Somewhat Proactive	4
	Normal	6
	Somewhat Reactive	1
	Mostly Reactive	2



# Technology Survey

<b>How would you characterize your relationship with your IT resources?:</b>		
	Very Positive	10
	Somewhat Positive	9
	Neutral	1
	Somewhat Negative	1
	Very Negative	0

# Technology Survey

<b>How would you characterize the effectiveness of your IT resources?:</b>		
	Mostly Effective	11
	Somewhat Effective	8
	Somewhat Ineffective	2
	Mostly Ineffective	0
	What IT resources?	0

# Technology Survey

<b>To what do you attribute your success or lack thereof in working with IT resources?</b>		
	Alignment toward common goals	11
	Project management practices	6
	Experienced resources	12
	Accountability	5
	Lack of understanding of business needs	4
	Lack of resources	6
	Too many competing priorities	7
	Other	2

# Technology Survey

<b>What is your office's general focus at present?</b>		
	Mostly maintaining current state	1
	More focus on maintaining than on R&D	7
	Even balance	5
	More focus on R&D than maintenance	1
	Mostly focusing on change and R&D	7

# Technology Survey

<b>How closely aligned are your office's projects with a state portal strategy or state IT management office?</b>		
	Tightly aligned	5
	Loosely aligned	12
	Not at all aligned	1
	Currently attempting to align	1
	OTHER	1

# Technology Survey

<b>Is your business operation generally more a driving force or more a resource in projects you undertake?:</b>		
	Business unit provides direction and sets project priorities	5
	Business unit is a strong active stakeholder and influences project priorities	13
	Business unit participates actively but does not set project priorities	3
	Business unit is a passive stakeholder and takes what it can get	0
	Business unit not involved in any significant change at the current time	0

# Technology Survey

<b>Into what general category have projects you've recently undertaken (i.e., within the last 12 to 24 months) fallen?</b>		
	Buy and use commercial off the shelf software to meet a business need	
	Buy software source code and then modify it to meet our specific needs	2
	Build software to meet our need	8
	Develop a contract and outsource to a company to meet our need	5
	OTHER	6

# Technology Survey

<b>What are your primary channels for delivering information on filed records to customers?</b>		
	e-mail request	63
	fax request	65
	snail mail request	79
	telephone request	57
	walk-in request	80
	Web-based online	25
	OTHER	16



# Technology Survey

## ■ Challenges



Microsoft Word  
Document



# Technology Survey

## ■ Effectiveness



Microsoft Office  
Word Document



# Technology Survey

## ■ Future Work



Microsoft Office  
Word Document



# Technology Survey

<b>Please indicate your opinion as to this survey</b>		
	Very effective	3
	Somewhat effective	6
	Somewhat ineffective	2
	Very ineffective	2
	Total waste of Time	
	Other	7

# Technology Survey

- Wrap-up

