

What is the level of interest in your state for outsourcing government services such as Infrastructure Consolidation? (State Attendees Only)

29% 1. Not interested at this time

41% 2. Need to find out more about how this process is working in other states

6% 3. Study or pilot underway to explore it

24% 4. Already implementing

What is the greatest challenge to the consolidation of IT services across agency boundaries?

4%

1. Lack of budgetary resources

77%

2. Cultural challenge of moving agencies from silos to an enterprise approach

10%

3. Lack of support by Executive leadership

5%

4. Lack of a legislative mandate

6%

5. Lack of a business case to support consolidation

What is the best way to get agencies to agree to consolidation?

- 51%** 1. Build a governance structure for the process that includes all stakeholders
- 13%** 2. Make the business case with service-level agreements (SLAs) they can't beat
- 6%** 3. Offer rational arguments about cost savings, reliability, and security
- 1%** 4. Steal their servers in the middle of the night when they're sleeping
- 27%** 5. Get a directive from the governor/legislature and ram it down their throats
- 3%** 6. Outsource it all; let the vendor sort it out!

To what extent will major IT infrastructure outsourcing (e.g., Virginia and San Diego County) be the answer to the states' IT budget woes?

30% 1. It will become common

35% 2. It will be used occasionally

18% 3. It will be used rarely

19% 4. Can't say till we see a few more attempts