FY13-14 Annual IT Survey

AASHTO Technical Subcommittee for Software and Technology
Columbus, OH
June 23, 2014
Survey conducted
September 04, 2013 - November 07, 2013
History of Responses

Number of Responses

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Responses</th>
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<td>FY00-01</td>
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<td>FY13-14</td>
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Top Three Agency IT Projects

• Pavement management systems
• Asset management
• Oversize / Overweight routing system
• DMV upgrade/ modernization ranging from title, registration, dealer, drivers, point of sale
• Upgrade migration from mainframe
• ESRI Roads & Highways
New / Emerging Technologies

• Mobile devices
• Increased use of cloud computing
  • Microsoft's Team Foundation Server/Services
  • Microsoft's Office 365
• LiDAR
Top three agency business processes that could be improved through the use of mobile technology

• Asset management
• Field inspections
• Incident reporting, traffic congestion & information, roadway conditions
• Construction management
• Constituent outreach & accessibility, self-service, provisioning of wait times and scheduling (Drivers Licensing)
• Citizen issue reporting
Top smart phone/mobile and tablet applications used in agencies

- Internal email & calendars
- 511, traveler information, citizen condition reporting
- Assets management & inspections, inventory system extensions
- Construction inspections & activity recording
- Traffic management & crash assessments
- Access to airport information & legislative systems
Internal Platforms Supported

- **Other**: 16.7% (Smart Phone/Mobile), 0.0% (Tablet)
- **Windows**: 33.3% (Smart Phone/Mobile), 45.8% (Tablet)
- **Apple iOS**: 83.3% (Smart Phone/Mobile), 75.0% (Tablet)
- **Android**: 29.2% (Smart Phone/Mobile), 54.2% (Tablet)
External Platforms Supported

9.2) External Platforms Supported

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<tr>
<th>Platform</th>
<th>Smart Phone/Mobile</th>
<th>Tablet</th>
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<tbody>
<tr>
<td>Other</td>
<td>8.3%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Windows</td>
<td>25.0%</td>
<td>20.8%</td>
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<tr>
<td>Apple iOS</td>
<td>45.8%</td>
<td>37.5%</td>
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<tr>
<td>Android</td>
<td>29.2%</td>
<td>41.7%</td>
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</table>
Percentage of mobile applications created for your agency by developer type

- No Apps Developed: 23%
- Internal to Agency: 32%
- External to Agency, Within Cent. IT: 7%
- External to State Gov’t: 38%
- No Apps Developed: 23%
Does your agency negotiate ownership of externally developed mobile applications?
Does your agency allow personal mobile devices (BYOD) to directly connect to corporate email or applications? (managed or unmanaged?)

2014
- Not Sure: 0%
- Other: 5%
- UnMan: 16.7%
- Man: 33.3%
- No: 29.2%

2013
- Not Sure: 0%
- Other: 20%
- UnMan: 27%
- No: 15%
- Man: 38%
Hosting

Which AASHTOWare products would your agency be interested in using in an AASHTOWare hosted environment?
Does your agency purchase any software as a service (SaaS)

- Email, Calendaring, WebEx, etc.
  - Office 365 and Google Email/Apps
- SalesForce, ServiceNow
- GovDelivery (used to subscribe to agency specific topics)
- Applications
  - 511 systems
  - BPMS
  - RIMS - Railroad Inventory Management System
  - Fleet Management & Permitting
  - MDSS - Maintenance Decision Support System
- BidExpress
Does your agency use, or plan to use SharePoint as a development platform?

- Management of project documentation in conjunction with Team Foundation Server.

- Small scale applications with limited records and limited workflow processing.

- External presence of SharePoint to partner with contractors and others in order to reduce the number of email attachments.
From an IT perspective, what specific areas would you like to see improved in AASHTOWare product delivery?

- Improved quality and testing (6)
- Speed to market (6)
- Mobile development (4)
- Reduce licensing fee (1)
• Reduce the complexity of the AASHTOWare license purchase process - streamlined administrative process and improved timeliness
• Tiered AASHTOWare licensing model based on state size.

• Personal mobile devices are currently allowed to connect to MS Exchange and are minimally managed via ActiveSync.
• Currently evaluating Mobile Device Management systems for future use.
Establishment of a clearinghouse for sharing members internally developed or owned applications.
Compile staffing information that is formatted in a consistent manner such that it could be used for an "apples-to-apples" comparison.
Mobile application development vendor contracts now state that native apps will be published in the Iowa DOT’s app store accounts.
The State of Kansas owns all intellectual / copyright for applications developed by external vendors.
Conclusions from IT Survey

• Increased use/interest mobile devices and development of mobile applications
• Increased use of personal devices in work place (BYOD)
• Increased use/interest in the cloud and hosted environments
• Expanded use of SharePoint capabilities.
• Moderate interest in using AASHTOWare products in a hosted environment.
Questions

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