

Zweig Group Information Technology Survey

1. Overview

TIPS FOR SURVEY PARTICIPATION:

- **Print and review a PDF of this survey before you take the survey.**
- **Do not close your browser when participating in the survey. If you need to take a break, leave the browser open and come back later.**
- **Call Zweig Group if you have any comments or concerns at 800-466-6275.**

This is a confidential questionnaire.

Please read before beginning

Zweig Group is conducting a comprehensive and unique study of information systems and technology in architecture, engineering & construction (AEC) firms. This is a confidential survey. While the results will be published in summary form, no one will be able to identify you as a participant.

The questions are not difficult; it should take you less than an hour to complete the questionnaire. If you need assistance with any of the questions or would like more information, call (800) 466-6275 or email research@zweiggroup.com

At the end of the survey, you will receive a 50% discount code.

Zweig Group Information Technology Survey

2. Firm Overview

Do you have a question? Please email research@zweiggroup.com.

* 1. Which of the following best describes your firm overall?

- Architecture or Interiors
- A/E (primarily architecture)
- Single-discipline Engineering
- Multidiscipline Engineering (two or more disciplines, but not full-service)
- Full-service Engineering or E/A (civil, structural, mechanical & electrical; other services may include architecture, etc.)
- Construction
- Construction Management
- Design/Build (more than 50% of revenue from design/build services)
- Environmental Consulting (engineering and/or science; environmental focus)
- Other (please specify)

* 2. In what year was your firm founded?

* 3. How many full time employees does your firm have?

* 4. In what state is your firm headquartered?

* 5. In what region is your firm headquartered?

- New England (Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut)
- Middle Atlantic (New York, New Jersey, Pennsylvania)
- South Atlantic (Delaware, Maryland, District of Columbia, Virginia, West Virginia, North Carolina, South Carolina, Georgia, Florida, Puerto Rico)
- North Central (Ohio, Indiana, Illinois, Michigan, Wisconsin, Minnesota, Iowa, Missouri, North Dakota, South Dakota, Nebraska, Kansas)
- South Central (Kentucky, Tennessee, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, Texas)
- Mountain (Montana, Idaho, Wyoming, Colorado, New Mexico, Arizona, Utah, Nevada)
- Pacific (Washington, Oregon, California, Alaska, Hawaii, Guam)
- Outside the US (please specify)

6. How many offices does your firm have?

7. What was your firm's annual net service revenue for the last completed fiscal year? (*gross revenue minus subconsultant fees and reimbursable expenses*)

* 8. Which of the following best describes your firm's growth or decline in revenue and staff over the past three years?

* 9. Which of the following best describes your firm's annual net pre-tax, pre-bonus profit on net service revenue over the past three years?

10. What percentage of your firm's work is performed as...? (*should total 100%*)

% Prime consultant to project owner

% Subconsultant to another design/consulting firm

11. What percentage of your firm's revenues come from private vs. public U.S. clients, and foreign clients? (*should total 100%*)

% Public

% Private

% Foreign

* 12. Which of the following most closely matches your education/background?

- Engineer
- Architect
- Information Technology
- Technician (GIS, CADD, etc)
- Management
- Administration (HR, marketing, etc)
- Other (please specify)

* 13. What best describes your job level?

- Entry
- Mid
- Senior
- Management
- Upper management
- C-suite
- Other (please specify)

* 14. What is your exact job title?



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3. IT Staff & Consultants

If you need assistance with any of the questions, or would like more information, contact us at 800.466.6275 or at research@zweiggroup.com.

* 15. Does your firm have an information technology/systems (IT) department or any full-time, dedicated IT staff?

- Yes
- No



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4. IT Staff & Consultants (continued)

16. How many staff are assigned to network administration, information systems, etc.? (full-time equivalent; write 0 if your firm does not have anyone in that position or 0.5 or 0.25 for someone who splits time with another job)

CIO or IT director/manager	<input type="text"/>
Network manager(s)/administrator(s)	<input type="text"/>
CADD manager(s)	<input type="text"/>
Programmers/analysts/developers	<input type="text"/>
General technicians/helpdesk/support	<input type="text"/>
Administrative/clerical staff (assigned to IT)	<input type="text"/>
Other IT staff	<input type="text"/>
Total IT staff	<input type="text"/>
Total Number of All Staff (used to determine ratio of IT staff to total staff)	<input type="text"/>

17. Has your firm used IT staff as a revenue generator by providing IT consulting to any of the following? (check all that apply)

- Clients
 - Other design/environmental consulting firms
 - No
 - Other (please specify)
-

18. If so, what type(s) of services has your firm's IT staff provided? (check all that apply)

- CADD systems support
 - Database development/management
 - Firm web site design
 - GIS systems support
 - Network design/installation/management
 - Project web site setup/support
 - Training
 - Other (please specify)
-

19. How much net service revenue was generated by your firm's IT staff in the last complete fiscal year?

The following questions refer to IT Directors as defined here:

Information Technology Director: the person in your firm who has the highest title within the IT department, oversees the information, systems overall, and manages IT staff, if any. If your firm has a CIO, CTO, Vice President of IT, IT Director, or IT Manager, these questions should be answered based on this person. *(There should only be one person who fulfills this role in your firm-- it should not be the president, CEO, or managing partner.)*

20. What is the title of the person with the highest IT responsibility?

- CIO
- CTO
- VP of IT
- IT Director
- IT Manager
- Other

21. Is the person a...? *(check one)*

- Full-time employee
- Part-time employee
- Contract employee

22. Is this assignment...? *(check one)*

- Full-time
- Part-time

23. What is the title of the person the IT director reports to? *(check one)*

- President/CEO/managing partner
- Vice president/principal
- COO
- CFO
- Office/business manager
- Other (please specify)

24. How old is the IT director?

25. Is the current person in this role...?

- Male
- Female
- Unspecified

26. Is the IT director a registered technical professional in a field other than IT? (*engineer, architect, planner, land surveyor, etc.*)

- Yes
- No

27. What is the IT director's standard hourly billing rate?

28. What percentage of the IT director's time is job-chargeable to clients?

29. Is the IT director an owner in your firm? (*not including ESOP ownership*)

- No
- Yes

30. If so, what percentage of the firm's stock does the IT director own? (*not including ESOP*)

31. If not an owner, how likely is it that the IT director will become one?

32. If the IT director received a bonus, what was it for?

- Annual bonus
- Performance-based
- IT-related savings
- Other (please specify)



33. Did your firm use any outside IT consultants or systems integrators in the last completed fiscal year?

- Yes
- No

34. If so, for which of the following type(s) of service? *(check all that apply)*

- CADD systems
- Custom software development
- Internetworking/network access
- Miscellaneous network design/installation
- Miscellaneous PC support/troubleshooting
- Web site development
- Other (please specify)



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6. IT Spending

35. Does your firm prepare an annual budget for IT expenses? If so, what is the firm-wide budget for this fiscal year? *(including hardware, software, networks, and all other subcategories as broken out in the next section; please estimate if necessary)*

- No, do not have a set budget for IT expenses
- Yes, have a set budget of \$___ for IT expenses this fiscal year:

36. How much did your firm spend on each of the following IT-related expenses in the last completed fiscal year? For capital purchases, report the total value of goods during year. For salaries, consultants, training, and other operating costs, report actual expenditures during year. Include CADD software and staff as part of overall IT spending. Please estimate if necessary. Put '0' for the options that your firm does not spend money on.

Physical plant (voice/data writing, etc.), \$

Hardware (new desktops/laptops/printers, etc.), \$

Hardware repairs/service/maintenance, \$

Pre-packaged software (new and upgrades), \$

Custom software (new and upgrades), \$

Data telecommunication and Internet access (including voice systems), \$

Intranet site setup and maintenance, \$

CLOUD computing services \$

Training (on information systems, firm-wide), \$

IT staff labor (wages for both full-time and part-time staff), \$

Consulting/support (support contracts, outside consultants), \$

Cyber security (firewall, malware, etc.), \$

Other, \$

Total IT spending, \$

Total spending on all staff (wages for both full-time and part-time staff)

37. Do you expect your firm's *overall* spending on IT to increase or decrease during this fiscal year? By how much? (*fill in one percentage amount*)

- Increase
- Decrease
- No change

please specify the Increase or decrease %

38. Do you expect your firm's spending to increase or decrease during this fiscal year for each of the following? By how much? (estimate the percentage change in spending; write increase or decrease AND percentage amount; enter 0 for no change)

Storage LOCAL (increase %)	<input type="text"/>
Storage LOCAL (decrease %)	<input type="text"/>
CLOUD computing (increase %)	<input type="text"/>
CLOUD computing (decrease %)	<input type="text"/>
New software/upgrades (increase %)	<input type="text"/>
New software/upgrades (decrease %)	<input type="text"/>
PCs/laptops/servers (increase %)	<input type="text"/>
PCs/laptops/servers (decrease %)	<input type="text"/>
Network design/installation (increase %)	<input type="text"/>
Network design/installation (decrease %)	<input type="text"/>
CADD systems (increase %)	<input type="text"/>
CADD systems (decrease %)	<input type="text"/>
Website/application development (increase %)	<input type="text"/>
Website/application development (decrease %)	<input type="text"/>
Mobile devices (increase %)	<input type="text"/>
Mobile devices (decrease %)	<input type="text"/>
Cyber security (increase %)	<input type="text"/>
Cyber security (decrease %)	<input type="text"/>

39. Over the past three years, has your firm overinvested, underinvested, or invested just the right amount in information systems?

Overinvested	Invested appropriately	Underinvested
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. Where do you purchase hardware? (estimate the percentage of time you use each option; should total 100%)

% Direct from manufacturer	<input type="text"/>
% Direct from publisher	<input type="text"/>
% System integrator, consultant, or value-added reseller	<input type="text"/>
% Online from reseller	<input type="text"/>
% Mail order	<input type="text"/>
% Retail store	<input type="text"/>

41. Where do you purchase software? (estimate the percentage of time you use each option; should total 100%)

% Direct from manufacturer	<input type="text"/>
% Direct from publisher	<input type="text"/>
% System integrator, consultant, or value-added reseller	<input type="text"/>
% Online from reseller	<input type="text"/>
% Mail order	<input type="text"/>
% Retail store	<input type="text"/>

42. For the following software applications, do you own perpetual licenses or do you use them through a monthly paid subscription?

	We own perpetual licenses purchased for a one-time fee	We pay a monthly fee for use	We still have perpetual licenses for some users, but buy the subscription service for new users	Do not use this software
Microsoft Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google Apps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adobe Creative Suite (Photoshop, InDesign, Acrobat, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Autodesk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bentley	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DataCad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

43. How do you handle printing/plotting?

- We print/plot our own materials
- We outsource the printing/plotting of our materials
- Sometimes we print/plot our own materials, and sometimes we outsource
- Other (please specify)

44. What were your total plotting/printing costs in the last completed fiscal year?



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7. Systems and Platforms

Do you have a question? Please email research@zweiggroup.com

45. What percent of your firm's workstations does each operating system represent? (should total 100%, estimate the percentage for each choice).

Linux or Variants

macOS

Unix or Variants

Windows NT

Windows 2000

Windows XP

Windows Vista

Windows 7

Windows 8 and 8.1

Windows 10

46. What percent of your firm's servers does each operating system represent? (should total 100%, estimate the percentage for each choice)

Linux or Variants	<input type="text"/>
macOS Server	<input type="text"/>
Windows Server 2008	<input type="text"/>
Windows Server 2008 R2	<input type="text"/>
Windows Server 2012	<input type="text"/>
Windows Server 2012 R2	<input type="text"/>
Windows Server 2016	<input type="text"/>
Windows Server 2019	<input type="text"/>
Other (please specify)	<input type="text"/>

47. What percent of your firm's mobile devices run on each platform? (should total 100%, estimate the percentage for each choice)

iOS	<input type="text"/>
Android	<input type="text"/>
Tinzen	<input type="text"/>
Windows	<input type="text"/>
Blackberry	<input type="text"/>

48. What percent of your firm's workstations are running a 64-bit OS?

49. Approximately what percentage of employees in your firm are currently using...? (should total 100%; estimate the percentage for each choice and enter 0 for any machines that are not used in your firm; if employees use more than one type of machine include only the primary machine)

PC desktops %	<input type="text"/>
PC laptops %	<input type="text"/>
Macintosh desktops %	<input type="text"/>
Macintosh laptops %	<input type="text"/>
Employees without a computer %	<input type="text"/>
Other %	<input type="text"/>

50. What are your firm's specifications for purchases of new machines? (typical of what your firm would currently buy)

Processor speed, ghz :	<input type="text"/>
HD storage, gb :	<input type="text"/>
RAM, gb :	<input type="text"/>
Monitor size, diagonal inches :	<input type="text"/>

51. Does your firm provide employees with dual monitors?

52. What is considered an appropriate workstation for a production CADD/BIM worker? For dual monitors question, please use 1= yes and 0=No. (typical of what your firm would currently buy - leave blank if CADD/BIM applications not used)

Processor speed, ghz :	<input type="text"/>
Processor number of cores:	<input type="text"/>
Processor class:	<input type="text"/>
HD storage, gb :	<input type="text"/>
RAM, gb :	<input type="text"/>
Video card info:	<input type="text"/>
Monitor size, diagonal inches:	<input type="text"/>
Dual monitors, Yes or no?	<input type="text"/>

53. What is your firm's hardware cycle for normal staff...(in months)?

Desktops (months)	<input type="text"/>
Laptops (months)	<input type="text"/>
Mobile (months)	<input type="text"/>

54. What is your firm's hardware cycle for power users (CAD/BIM) ...(in months)?

Desktops (months)	<input type="text"/>
Laptops (months)	<input type="text"/>
Mobile (months)	<input type="text"/>

8. Networking and Internet Use

If you need assistance with any of the questions, or would like more information, contact us at 800.466.6275 or at research@zweiggroup.com.

55. What type of wide area network connectivity does your firm use for its offices? (check all that apply)

- Point to point (hub and spoke)
- MPLS
- Frame Relay
- Broadband only
- Broadband and/or internet w/ dedicated VPN tunnel

56. What is your average Mbps speed based on your office size and connectivity type? (Note: Enter numeric Mbps, check ONE type of transport. Broadband denotes Verizon FiOS or Comcast business-type service)

	T1/T3	Ethernet/fiber	Broadband
1 - 9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10 - 30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30 - 60	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60 +	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please specify speed in Mbps:

57. Based on the following scenarios, what is your firm's average Internet speed ? (check transport type that applies and enter speed below)

	Firewall	T1/T3	Ethernet/fiber	Broadband
Shared (aggregated):	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Dedicated (independent):	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

58. What is your firm's Internet control strategy? (check one)

59. Does your firm provide employees with an Internet use policy?

60. How is your firm's web site hosted? (check one)

61. Approximately how much shared, disk storage does your firm currently have available? *(total on all servers; exclude end user workstations)*

Local gb:

CLOUD gb

62. What percent of your firms' shared online disk storage is currently utilized? *(amount of space currently in use divided by total available)*

Local % utilized:

CLOUD % utilized:

63. What type of cloud storage does your firm use?

- Azure storage
- Dropbox
- Google Drive
- Microsoft One Drive
- Box
- Amazon Cloud
- Copy
- Other (please specify) |

64. Does your firm currently have any wireless networking capabilities? *(check all that apply)*

- Private access to employees only
- Public guest access
- Dual-band network with public access for guests and a separate private network for employees only
- Neither

65. If so, where in your firm is wireless networking available? *(check one)*

- All locations
- Corporate headquarters only
- Locations with more than _____ staff B

66. Do you use server virtualization technology?

67. What software do you use for server virtualization?

- VMware
- Citrix XenServer
- Oracle
- Amazon's Elastic Compute Cloud (EC2)
- Microsoft Hyper-V
- Red Hat SPICE
- Virtual Bridges VERDE
- Parallels OpenVZ
- Other (please specify)

68. Is remote network access available to employees? (check one)

- All
- Some
- None

69. If so, how? (check all that apply)

- Virtual private network (VPN)
- Citrix or Windows Terminal Server
- Direct access
- Exchange Web mail
- Exchange RPC over HTTP

70. What percentage of your employees have each kind of access? (please explain if only certain groups have a particular access) *not mutually exclusive

Virtual private network (VPN) %	<input type="text"/>
Citrix or Terminal Server %	<input type="text"/>
Direct access %	<input type="text"/>
Exchange Web mail %	<input type="text"/>
Outlook AnywhereE %	<input type="text"/>



9. Intranet

71. Does your firm have an intranet?



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10. Intranet (continued)

72. Day to day, how utilized/effective would you say your intranet is?

73. Who set up your firm's intranet? *(check one)*

- IT development team
- IT helpdesk
- IT director/manager
- Outside consultant
- Other (please specify)

74. What is your firm's intranet platform?

- Sharepoint
- Home built
- Wordpress
- Liferay
- Alfresco
- Joomla
- Drupal
- IBM
- Oracle
- Asana
- Jive
- Igloo
- Other (Please specify)

75. Who is responsible for maintaining your firm's intranet?

- IT development team
- IT helpdesk
- IT director/manager
- Human resources team
- Marketing team
- Outside consultant
- Other (please specify)

76. What information/resources does your firm's intranet contain? (check all that apply)

- Benefits information
- Firm policies/procedures
- Project numbers/phone codes
- Marketing information
- Industry/reference links
- Internal firm newsletters/publications
- Staff information/phone directory
- CADD standards/IT support/FAQ
- Project budgeting reports
- Firm financial information
- Other (please specify)



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11. Communications Applications

77. What percentage of telecommunication services in your firm are delivered by the following technologies?

(Must equal 100%)

via POTS %

via PRI %

via SIP trunk %

via other (fractional T1/T3
with channel bank) %

78. What telecommunications vendors are present in your firm company-wide? (check all that apply)

- Cisco Systems
- Microsoft
- Polycom
- Avaya
- Nortel
- Mitel
- NEC
- Shoretel
- Other (please specify)

79. What corporate instant messaging platforms are used in your firm company-wide? (check all that apply)

- Google Apps-based
- Salesforce Chatter
- Slack
- HipChat
- Campfire
- Basecamp
- Skype
- Ad hoc (MSN, AOL, ICQ)
- Cisco Jabber
- None
- Other (please specify)

80. What PDF editing software does your firm use?

- Adobe Acrobat Pro
- Nitro Pro 12
- PDF Architect
- Bluebeam Revu
- ABBYY FineReader
- iSkySoft PDF Editor 6 Professional
- None
- Other (please specify)

81. What is your firm's email strategy?

82. What corporate email systems are used in your firm company-wide? (check all that apply)

- Exchange 2010 or older
- Exchange 2013
- Exchange 2016
- Google Apps
- BPOS/Office 365
- Other (please specify)

83. Does your firm use any spam filtering/protection software?

84. If your firm does use spam filtering/protection software, which one(s)?

85. Does your firm have in-house videoconferencing capabilities?

86. If so, what videoconferencing platform/software does your firm primarily use?

87. Rate the platform based on the following features:

	Very ineffective	Ineffective	Neither effective nor ineffective	Effective	Very effective	N/A
Screen-sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video streaming (A/V quality)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Record & playback ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instant messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Document/image sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. CADD Applications

* 88. Does your firm use any CADD applications?



13. CADD Applications (continued)

89. If so, which CADD applications are currently in use in your firm?

- Autodesk AutoCAD
- Autodesk AutoCAD MEP
- Autodesk Building Systems
- Autodesk Land Desktop
- Autodesk Civil 3D
- Autodesk Architectural Desktop
- Autocad Architecture
- Bentley MicroStation
- Bentley Geopak
- Bentley InRoads
- Bentley (Other)
- DataCAD
- Graphisoft ArchiCAD
- Revit MEP
- Revit Structure
- Revit Architecture
- Navisworks InRoads
- Other (please specify)

90. How many CADD users does your firm currently have?

91. How many CADD licenses (either perpetual or subscription) does your firm currently have?

92. Does your firm have written CADD standards?

- Yes, same standards for all employees and offices
- Yes, different standards for different offices or divisions
- Yes, different standards for different clients or projects
- No standards
- Other (please specify)

93. If so, how are they shared?

- Via hard copies
- Online through firm's intranet
- Online through firm's network
- Online through CADD application
- Other (please specify)

94. Are employees trained in the use of firm CADD standards?

95. Does your firm maintain an electronic set of standard details drawn in CADD?

* 96. Does your firm run any CAD applications on laptops?

97. Does your firm have a CADD Support Network? If so who?

98. Does your firm use 3D CADD?



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14. BIM Applications

99. Does your firm use any BIM applications? BIM, or *Building Information Modeling*, is defined as creating a computer model of a building that links a three-dimensional, geometric description of the architectural and engineering elements to information about their properties and behavior.

Yes

No



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15. BIM Applications (continued)

100. In approximately what percentage of its work does your firm currently use BIM? (write 0 if none, 100 if all)

101. What percent of your firm's employees currently use BIM?

102. Does your firm plan to increase its use of BIM over the next year?

103. What BIM applications does your firm use?



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16. Archiving Projects

104. Does your firm archive closed projects?



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17. Archiving Projects (continued)

105. If so, how long after the project is closed is it archived?

106. How does your firm archive closed projects? *(check all that apply)*

- Tape
- CD-ROM
- DVD-ROM
- Archive server LOCAL
- Hard copy
- Archive server CLOUD
- Other (please specify)



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18. Other Technology

107. Does your firm use GIS technology?

- Yes
- No

108. What GIS software does your firm use? (check all that apply)

- ESRI
- Autodesk
- Bentley
- MapInfo
- Other (please specify)

109. Do you use any UAV or drone technology for mapping or structural analysis?

- Yes
- No

110. If yes, what brand, model, and scanning technology do you use?



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19. IT User Committees

111. Does your firm have any user committees that provide input into IT?



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20. IT User Committees (continued)

112. If so, which of the following do these user committees provide input on? *(check all that apply)*

- IT budget
- IT goals/strategies
- IT consultants
- CADD standards
- Hardware purchases
- Software purchases
- Security policy

113. Who sits on these user committees? *(check all that apply)*

- President/CEO/managing partner
- Vice presidents/principals
- Department heads
- Professional/technical staff
- Branch office managers
- IT director/manager
- Other IT staff
- Other (please specify)

114. On average, how often do these user committees meet?



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21. IT Security & Recovery

115. Does your firm have a disaster recovery plan? If so, which of the following elements does it contain?

(check all that apply)

- Fault-tolerant storage systems (e.g., RAID, data mirroring, etc.)
- UPS power protection
- Dynamic data replication between servers
- Virus scanning
- Off-site backup storage (e.g., tape storage off-site)
- Off-site spare facilities ("Cold" or "Hot" sites)
- Cloud storage
- "Fire drill" tests
- A formalized, written disaster recovery plan
- No disaster recovery plan
- Other (please specify)

116. Has your firm ever suffered any data destruction as a result of any of the following? (check all that apply)

- Computer virus infection
- Hardware malfunction or failure
- Malicious damage by employee or former employee
- Unauthorized access by outsider or "hacker"
- Accident by employee
- No
- Other (please specify)

117. What endpoint security software provider does your firm use?

118. Has your firm been hacked in the last three years?

- Yes
- No

119. What measures have you taken to keep this from happening again? Are you investing in hardware, software, cloud, consulting, staff, monitoring, outsourcing?

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22. IT Training

120. Does your firm provide IT training to end users? *(check one)*

- Yes, mandatory
- Yes, voluntary
- No

121. Which IT training resources are provided to end-users?

- Course or seminar by internal IT staff
- Course or seminar by outside IT consultants
- Computer-based training
- Other (please specify)

122. What are your firm's biggest IT training needs? *(check all that apply)*

- CADD/technical applications
- Commitment from management to training
- Finance & accounting applications
- Marketing applications
- Need more money for training
- Need more time for training
- Network applications
- Office productivity/communications applications
- Project management applications
- Other (please specify)

123. Are end users prohibited by policy from installing software on their workstations?

- Yes, any/all software
- No
- Yes, certain software (for example)



Zweig Group Information Technology Survey

23. Opinions

124. In your opinion, what has been the *biggest success* in IT for your firm? What's really worked and been a good investment?

125. In your opinion, what has been the *biggest failure* in IT for your firm? What's really disappointed people, or been a bad investment?

126. In your opinion, what is your firm's biggest information technology challenge?

127. What are your firm's top IT priorities for this fiscal year? (check all that apply)

- CADD/BIM/technical applications
- Data storage or organization
- Increase IT consulting opportunities
- Hardware upgrades
- Manage costs/profitability
- Marketing/CRM applications
- Network/intranet/remote access
- Office productivity & communications applications
- Operating systems
- Project management applications
- Security/disaster planning
- Software integration/licensing/compliance
- Standardize/integrate systems or applications
- CLOUD computing
- Training
- Data security on non-firm issued, staff-owned mobile devices
- Other (please specify)



Zweig Group Information Technology Survey

24.

128. Please provide any comments or suggestions that would help us improve this questionnaire

Thank you for taking this survey! Please submit your answers to receive a \$320 discount code that can be applied to the purchase of any Zweig Group survey product.

129. Address

Name

Company

Email Address