Research for Protocol Policy Systems

1. Research Brief

Protocol Policy Systems (PPS) asked Socitm to assist them in obtaining qualitative feedback from ~ 30 UK councils on the development, adoption and deployment of IT policies.

The research information will be offered to respondents after the exercise is concluded should they wish to obtain a copy of the report.

2. Research Method

The research was undertaken using a mix of online, telephone and paper questionnaires.

Initially the Socitm membership was split down the middle with one half of the membership receiving an invitation to complete an online questionnaire whilst the others were invited to take part in a telephone interview.

Neither the online questionnaire or the invitations to interview yielded enough contacts. By way of a different approach, a paper questionnaire was distributed at a number of Socitm regional workshops and the Socitm Conference. The results of the paper questionnaire were then fed into the online questionnaire.

The research concluded with a total of 26 responses to the questionnaire and 2 telephone interviews. The findings are presented as follows:

3.   Findings

> It's essential we have IT Policies, they should be common sense and we shouldn't be investing massive time in developing them
>
> Local Authority

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Average number of policies in place among surveyed organisations

28.5%

Of surveyed organisations have <10 policies in place

7%

Of surveyed organisations have 10-20 policies in place

43%

Of surveyed organisations have 20+ policies in place

21.5%

Don't know the number policies in place in their organisation.

For those with 20+ policies – 83% had policies covering users, managers & technical staff

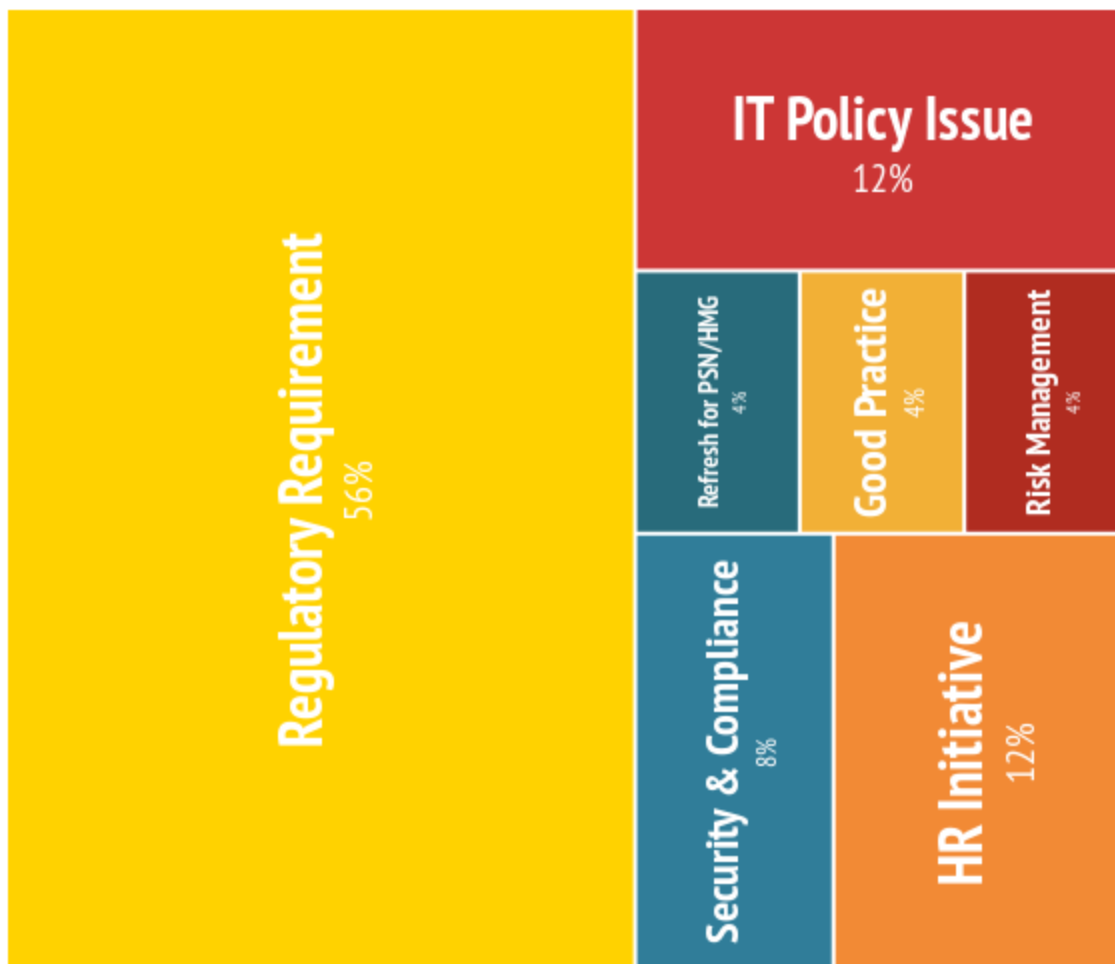For those with 10-20 policies – 50% had policies covering users, managers & technical staff

For those with <10 policies – 50% had policies covering users, managers & technical staff

For those that didn't know the number of policies – 33% had policies covering users, managers & technical staff

Main driver for Policy Delivery

Regulatory Requirement 56%

IT Policy Issue 12%

Refresh for PSN/HMG 4%

Good Practice 4%

Risk Management 4%

Security & Compliance 8%

HR Initiative 12%

⭐ **92%**

Of organisations surveyed have policies that are cross-referenced to standards

⭐ **100%**

Of organisations surveyed have their policies accessed online

> **Often we don't understand the hidden costs of not developing IT policy. When we have an incident, lots of time is spent and its not something thats taken into account.**
> Local Authority

Policy Development

★★⯪☆☆ Difficult

Ease of agreement

⭐ **96%**
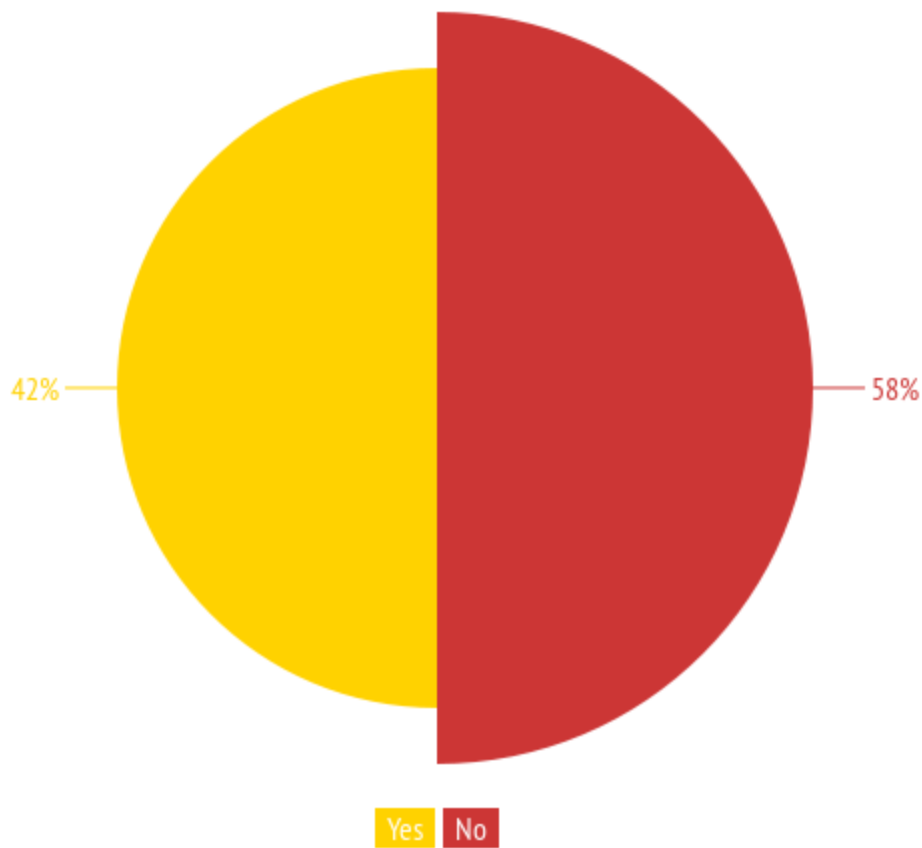
See IT Policy development as essential

🔴 **58%**

See IT Policy development as expensive

85%

See IT Policy development as laborious and time consuming

If you had the ability to deliver a comprehensive set of policies via an intranet – would that free up resource?

42% — 58%

Yes No

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Its not just IT policies, it would be nice to have a way to manage all policies.

Local Authority