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Feds to Increase IT Investments to Support Telework

*Remote Work Requirement Influences Agencies' IT Infrastructure Investments –
But Do Federal Agencies Have Enough Gas to Get There From Here?*

ALEXANDRIA, Va., April 22, 2008 – Telework ExchangeSM, a public-private partnership focused on telework in government, today announced the results of the Federal telework investment study, “What’s in Your Portfolio? Federal Telework Investment Roadmap.” The study reveals that telework is becoming a significant Information Technology (IT) purchasing factor in the Federal government with 52 percent of Federal IT decision makers reporting they consider telework requirements when making IT infrastructure decisions.

The study raises a series of provocative issues. Looking ahead, the majority – 68 percent – of survey respondents predicted telework spending to increase in the next two years. Considering the size of the task ahead, is the growth in telework investment level high enough? Do agencies have enough money to meet the mandates? Are telework budgets buried within broader IT line items? The study points to a requirement for more linear investment alignment and performance transparency in Federal telework and IT portfolio management.

Key study findings include:

- **Telework Considerations Influence IT Purchasing:** The majority of respondents report they consider telework requirements when they make IT infrastructure decisions. However, only few agencies – 18 percent of surveyed Department of Defense (DoD) respondents and 25 percent of Civilian – track telework technology Return on Investment (ROI)
- **Spending Trajectory:** Expect telework budgets to grow in the next two years. DoD and Civilian agencies noted spending increases of 15 percent and 17 percent, respectively

- **Total Portfolio:** Laptops are top technology buys for non-managers and smartphones/PDAs are top picks for managers. 72 percent of respondents noted that smartphones are an important element of a complete IT solution
- **Behind the Numbers:** Workforce issues and Continuity of Operations (COOP) preparedness remain key drivers for telework investments. DoD cites Base Realignment and Closures (BRAC) as major force behind telework
- **Next Steps:** Federal IT decision makers should consider telework requirements when making IT infrastructure decisions as well as align budgets to support needs of growing telework workforce and comply with telework mandate. Additionally, measuring ROI can provide critical funding support and lead to long-term success

“While some agencies have a full tank to get telework moving, there are many that are still running on empty,” said Cindy Auten, general manager, Telework Exchange. “The benefits of telework are clear – from improved work/life balance and recruitment and retention, to supporting COOP and BRAC initiatives. Considering the multiple factors and mandates driving telework – from HSPD-20 to BRAC to green to Federal workforce considerations – there is increasing support for agencies to break out telework as a line item in their IT as well as personnel and training budgets.”

The Federal Telework Investment Roadmap study, underwritten by Research In Motion (RIM) (NASDAQ: RIMM; TSX: RIM), the company behind the BlackBerry® wireless solution, is based on a survey of 127 Federal IT decision makers. To download the full study results, please visit www.teleworkexchange.com/teleworkinvestmentstudy.

About Telework Exchange, LLC

Telework Exchange is a public-private partnership focused on demonstrating the tangible value of telework and serving the emerging educational and communication requirements of the Federal teleworker community. The organization facilitates communication among Federal teleworkers, telework managers, and IT professionals. For more information on Telework Exchange, please visit www.teleworkexchange.com.