
Healthcare Tablet Management Survey

Commissioned by Dell
Performed by Harris Interactive

Online survey of 204 US healthcare IT decision makers, 105 of whom work in an organization where tablets are used

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For a complete survey methodology, please contact Cathie_Hargett@dell.com

Are tablet computers currently used in your organization?

	US (n=204)
Yes, tablets are a standard part of our IT device offering	51%
No, but tablets are currently under evaluation	35%
No	12%
Not sure	2%

Who utilizes tablets in your organization?

Please select all that apply.

	US (n=105)
Clinicians	82%
Hospital administrators	77%
Other hospital staff	50%
Other	9%
Not sure	-

Which of the following ways describes how tablets are primarily used in your organization?

	US (n=105)
Access/updating patient information	66%
Access medical reference information	30%
Other	5%
Not sure	-

Which of the following types of tasks comprise the largest share of the costs associated with supporting and managing the tablets in your organization?

	US (n=105)
Management (e.g., purchasing and managing Mobile Device Management)	41%
Set up and configuration	31%
Security	14%
Support	10%
Service	4%

Thinking about the setup and configuration of the tablets for your organization, please tell us the costs, including IT staff time, associated with setting up each of the following.

SUMMARY OF MEANS (USD)

	US (n=105)
Licensing provisioning and management	328.80
Policy development	318.10
1-on-1 vs. 1:many provisioning (single user vs. multiple users)	306.70
Application downloads	274.70
Enterprise/Network domain set up	266.90
Access to wireless network	258.10
Asset management (e.g., sticker, label, etching)	251.00
Password setting and resetting	232.20

Does managing the tablets used in your organization require additional software or tools beyond what you use for laptops and desktops?

	US (n=105)
Yes	51%
No	41%
Not sure	8%

Which of the following statements, if any, are true regarding the tablets used in your organization? Please select all that apply.

	US (n=105)
ANY (NET)	96%
My organization purchased a mobile application to achieve the same application functionality on the tablet as we have on desktop/laptop computers.	65%
There are applications that are currently used in my organization on desktop/laptop computers that cannot currently be accessed on tablets.	44%
There are applications that can be used on my organization's tablets but with limited functionality.	41%
None of these	4%

Please tell us the types of applications that cannot be accessed on the tablets. Please select all that apply.

	US (n=46)
Apps specific to your hospital/clinic	52%
Hospital apps	52%
Medical apps	35%
Productivity Tools	20%
Other	11%

What is the amount of time required, per device, to secure tablet information at TPM (Trusted Platform Module) level security?

	US (n=105)
LESS THAN AN HOUR (NET)	75%
LESS THAN 30 MINUTES (SUB-NET)	55%
Less than 10 minutes	13%
10 - 29 minutes	42%
30 - 59 minutes	20%
1 hour or more	13%
Not sure	11%

In your opinion, what is the best way to minimize total cost of ownership (TCO) for computer devices used by your organization?

	US (n=204)
Chose devices that integrate with our existing infrastructure and can be managed by our existing tools	56%
Move to a virtualized desktop environment where applications and information access are managed by user profile and not by device	36%
Other	1%
Not sure	7%

Which of the following do the tablet users in your organization need to do? Please select all that apply.

	US (n=105)
ANY (NET)	92%
Have 3G/4G mobile broadband connectivity	56%
Show medical imagery	56%
Connect and mirror information onto an external display/monitor	42%
Use a contactless smart card reader for swipe-capable badge access acting as single-sign on authentication	31%
Connect to a stylus	28%
None of these	8%

What is the expected lifecycle for tablets used in your organization?

	US (n=105)
Less than 3 years	42%
3 years to less than 4 years	37%
4 years to less than 5 years	12%
5 years or more	9%

Which of the following best describes your workplace for your primary full-time/part-time job?

	US (n=204)
Administrative headquarters of a network of hospitals/clinics	28%
Hospital	35%
Independent/standalone health clinic	23%
Other	15%

In what profession is your primary full-time job?/In what profession is your primary part-time job?

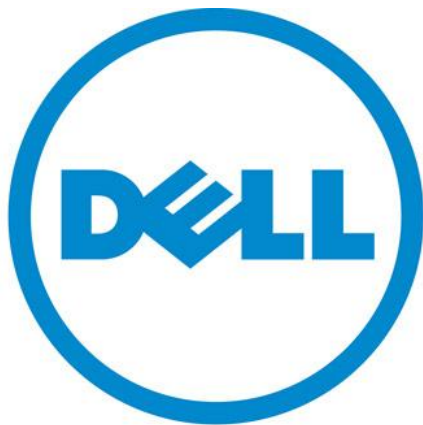
	US (n=204)
Information technology (IT) professional	40%
Hospital/clinic administrator	60%
Physician	-
Nurse	-
Other	-

Which of the following best describes your role at work? If you fulfill multiple roles, please select the option that best describes your primary role.

	US (n=81)
Developer: I create software applications, build/write computer code, develop websites or complex macros for my own use and/or others' use at work.	-
IT Professional (in dedicated IT department): I am an IT executive, manager or staff person whose primary job position is in a dedicated IT, information systems or MIS department.	90%
IT Professional (outside of a dedicated IT department): I perform the functions of an IT executive, manager or staff person, but work outside of a dedicated IT department.	10%
Business Decision Maker: I have significant decision-making authority at work for my own department or multiple departments, but I do not work in the IT department.	-
Information Worker: I use, transform, consume, or manage information in the course of my daily work.	-
None of these	-

How involved are you in the decision-making process for purchasing computer equipment (e.g., tablets, laptop/notebook computers, desktop computers) at your organization?

	US (n=204)
AT LEAST A MAJOR INFLUENCE (NET)	100%
I am the sole decision maker for the purchase of computer equipment.	28%
I have a major influence in decisions regarding the purchase of computer equipment.	72%
I have some influence in decisions regarding the purchase of computer equipment.	-
I have little or no influence in decisions regarding the purchase of computer equipment.	-



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