



Transforming Information into Intelligence™

Overview

As part of Hummingbird's continual drive to understand the information management issues facing both individuals and organisations, we are conducting an extensive survey which aims to give an insight into the scale of the problems we all face in managing and accessing information at work.

The results of the survey will be shared with all those who take part and will also be made available through the Hummingbird web site. We would appreciate it if you could take ten minutes to answer the survey below:

(All respondents will be entered into a prize draw to win a digital camera)

Survey

1. Which country are you from? (Please state)

2. Which of the following best describes your level within the company?

- Managing Director/CEO
- Director/Executive
- Business Manager
- Systems Administrator
- Technical
- End-User
- Other (please name) _____

3. In which department within the company do you work?

- Finance
- IT
- Customer services
- Sales
- Marketing
- Procurement
- Compliance
- Other (please name) _____

4. How many people are employed in the organisation?

- 1- 24
- 25-49
- 50-99
- 100-199
- 200-249
- 250-499
- 500 - 999
- Over 1000
- Don't know

5. Please tell us which of the following options best describes the sector your organisation operates in:

- | | |
|--|---|
| <input type="checkbox"/> Advertising/Marketing/PR | <input type="checkbox"/> Aerospace |
| <input type="checkbox"/> Agriculture/Chemicals/Forest Products | <input type="checkbox"/> Automotive |
| <input type="checkbox"/> Central Government | <input type="checkbox"/> Computers/Electronics |
| <input type="checkbox"/> Construction | <input type="checkbox"/> Consumer Goods |
| <input type="checkbox"/> Education | <input type="checkbox"/> Emergency services |
| <input type="checkbox"/> Energy/Mining | <input type="checkbox"/> Finance/Insurance/Real Estate |
| <input type="checkbox"/> Government/Military/Public Service | <input type="checkbox"/> Hospitality/Recreation |
| <input type="checkbox"/> Legal | <input type="checkbox"/> Local Government |
| <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Media/Publishing/Entertainment |
| <input type="checkbox"/> Medical/Health Services/Life Sciences | <input type="checkbox"/> Pharmaceuticals |
| <input type="checkbox"/> Retail | <input type="checkbox"/> Sales |
| <input type="checkbox"/> Services | <input type="checkbox"/> Telecommunications/Technology/Networking |
| <input type="checkbox"/> Travel/Transportation | <input type="checkbox"/> Utilities |
| <input type="checkbox"/> Other | |

Thinking about when you are trying to find information at work...

6. Have you ever lost an important document because it was saved as an e-mail attachment?

- Yes
 No

7. How many minutes/hours a week do you spend searching for information which is stored as:

Attachments?

On your hard drive?

Within the body of an e-mail?

8. Do you find it easier to find paper documents or documents on your computer?

- Paper Documents
 Documents on Computer

9. Would you be able to easily find an e-mail that was sent to you over 12 months ago?

- Yes
 No

If no, would you

- Ask the sender to try to find it
 Just do without the information
 Seek assistance from your IT department?
 Other

10. Have you currently got documents on your hard drive that should be saved on the central corporate systems?

- Yes
 No

11. Have you ever worked on the wrong version of a document, caused by having multiple version of the same document on your computer systems?

- Yes
 No

12. Have you ever fallen out with a colleague because you cannot find a document that should be shared?
- Yes
 No
13. Do you know anyone who has been sacked by e-mail?
- Yes
 No
14. Does your company use e-mail to back up conversations with the HR department about general HR policies and procedures?
- Yes
 No
15. Does your company use e-mail to back-up conversations with the HR department about disciplinary issues?
- Yes
 No
16. Do you know anyone in your organisation who has been discriminated against on e-mail?
- Yes
 No
17. Have you ever saved an e-mail from your boss/a colleague in case you need to use it against them?
- Yes
 No
18. Have you ever committed company money to a supplier or partner over e-mail?
- Yes
 No
19. Do you think that an e-mail confirming a financial transaction between two parties is a legally binding agreement between two parties?
- Yes
 No
 Don't know
20. If your company was subjected to a corporate investigation do you believe it would be possible to audit information exchanged:
- | | | |
|-----------------------|------------------------------|-----------------------------|
| On E-Mail? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| On SMS? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| On Instant Messenger? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| On Fax? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| On the Phone? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
21. Have you ever sent any information that could be considered company confidential to a third party without permission?
- Yes
 No
22. What is the most valuable piece of information you have ever known someone to take from a company that you have worked for?
- _____
- _____
- _____

23. Do you keep personal information on your PC at work?

- Yes
- No

24. Do you use your work e-mail account for sending and receiving personal e-mail?

- Yes
- No

25. Do you know anyone who has taken electronic company information with them when leaving one job to go to another?

- Yes
- No

26. Do you believe gardening leave is effective in safeguarding employers against damage in the event of an employee leaving?

- Yes
- No

27. Do you believe the ease with which information can be stolen makes it impossible for employers to prevent theft of data?

- Yes
- No
- Don't know

28. If you were to take information from your company what do you believe would be the easiest method to use?

- E-mail
- Memory Stick
- CD
- Paper
- Floppy disk
- None of these

29. Which of the following factors cause the greatest impact when an employee leaves (please tick):

- Not knowing where they have saved various documents
- Losing the knowledge that they have
- The amount of time it takes to find a replacement
- The cost of finding a replacement
- The damage that the employee can inflict through the information that the employee is able to take with them

Thank you for taking the time to complete this questionnaire. Please enter your contact details below if you would like to enter the prize draw or receive a copy of the findings:

Name:

Title:

Company:

- If you would like to receive a copy of the results tick here
- If you would like to enter the prize draw please tick here

Please hand in your completed survey to the Hummingbird personnel at the Information Desk in the Registration Area of the West Wing.

Thank you for participating in this survey.