



IT Infrastructure and HSIA Survey
February, 2014

Summary

The following data is a result of a survey sent to 180 conference center operators and asset managers in IACC. 26 responses were received, representing a 14.5% return. We believe that for the purpose of this exercise the data and results generated are statistically relevant. Highlights of the results include the following:

Demographics

- 83% of respondent facilities have at least 15,000 sq. ft. of meeting space
- 54.2% of respondent facilities have 200+ guestrooms
- 20.8% of respondent facilities are non-residential

Wi-Fi Availability and Service

- 87.5% have Wi-Fi available in all public spaces
- 70.8% reported Wi-Fi available in guest rooms (note that non-residential centers were removed from this result)
- The provision of Wi-Fi services is almost evenly split between private networks, separate networks and fully outsourced.
- 73.9% have open access (no username/password required)

System Costs

- 40.9% spend under \$25,000 annually to support their entire IT infrastructure
- 40.9% spend between \$25,000 and \$75,000 annually
- 18.2% spend over \$75,000 annually
- Installation costs at 19% were born by an outside provider
- 52.3% spend under \$100,000 for system installation
- 32.7% spent more the \$100,000 for system installation

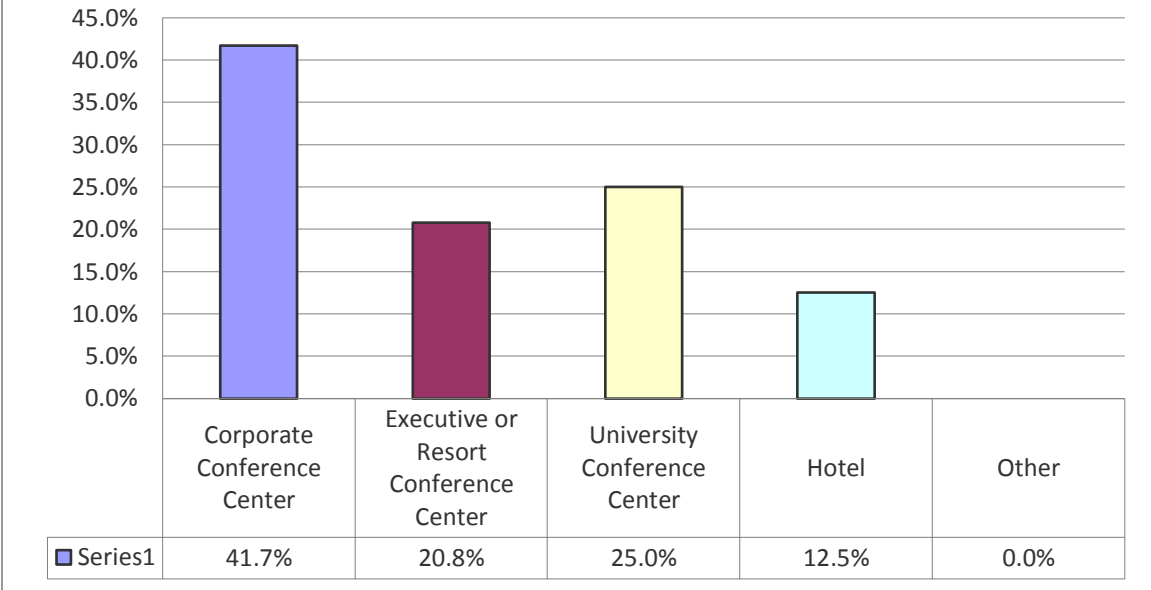
Staffing/Support

- 30.4% have no dedicated FTEs supporting the IT infrastructure
- 56.5% have 1-2 FTE's
- 4.3% have 3-4 FTE's
- 8.7% outsource the support

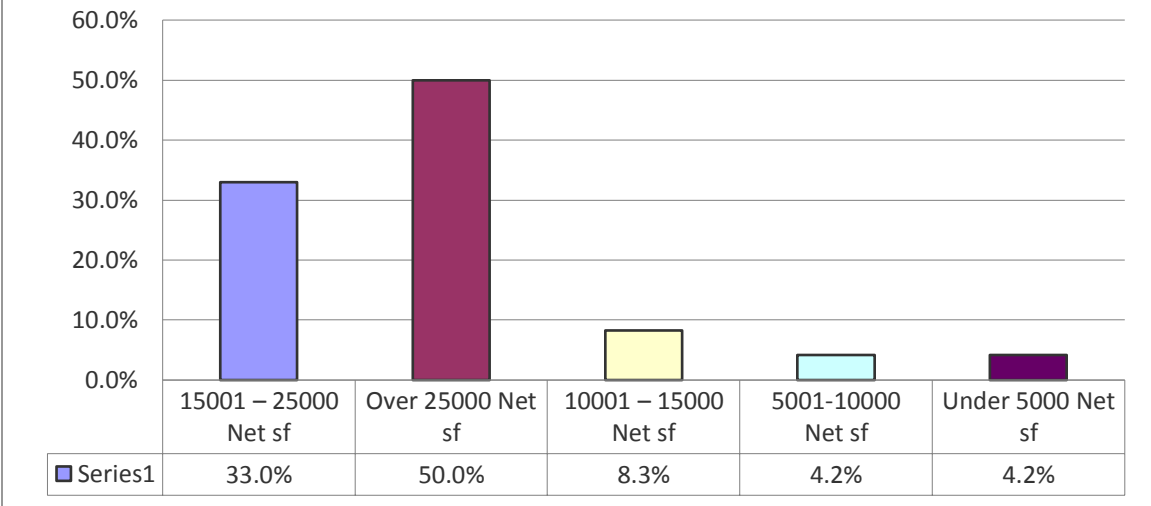
Service Charges

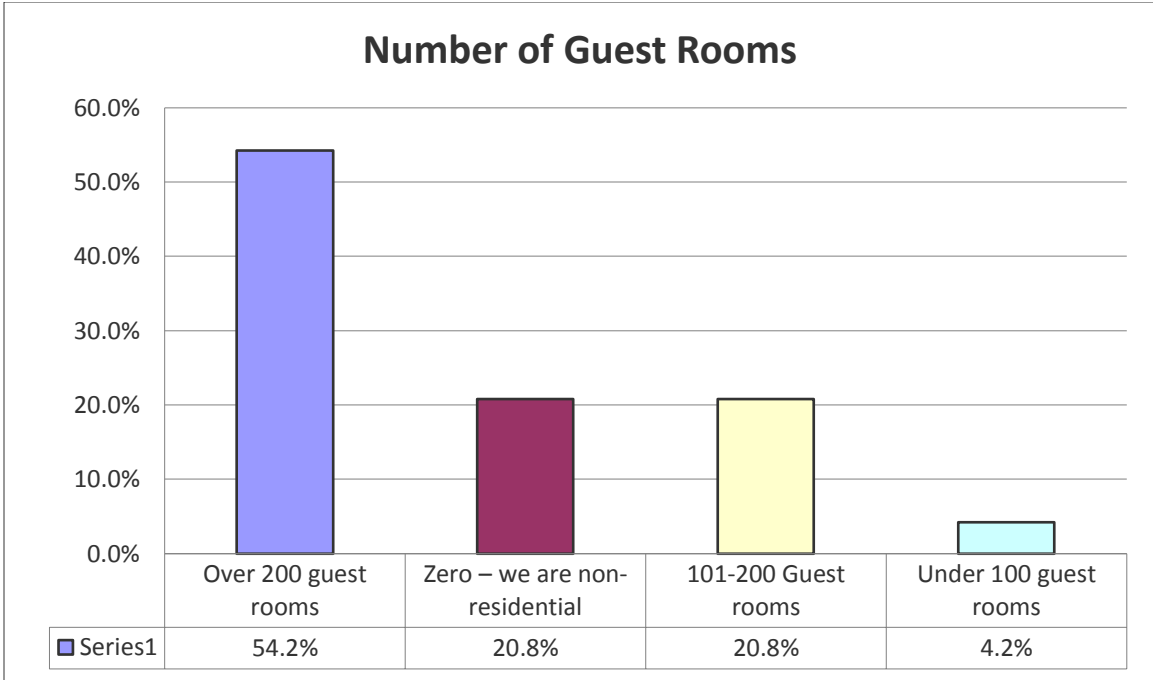
- 60.9% provide complimentary Wi-Fi in guestrooms
- 70.8% provide complimentary Wi-Fi in meeting rooms

Please indicate the nature of your facility:

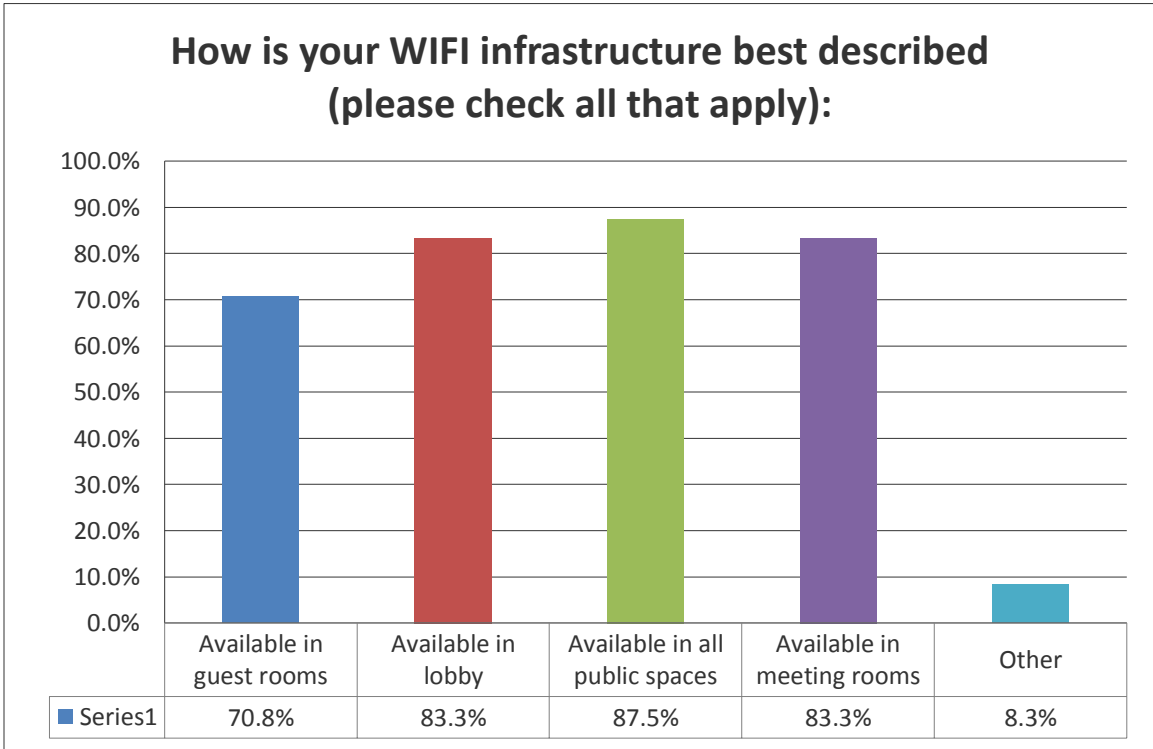


Please indicate how much NET meeting/event space your facility has:



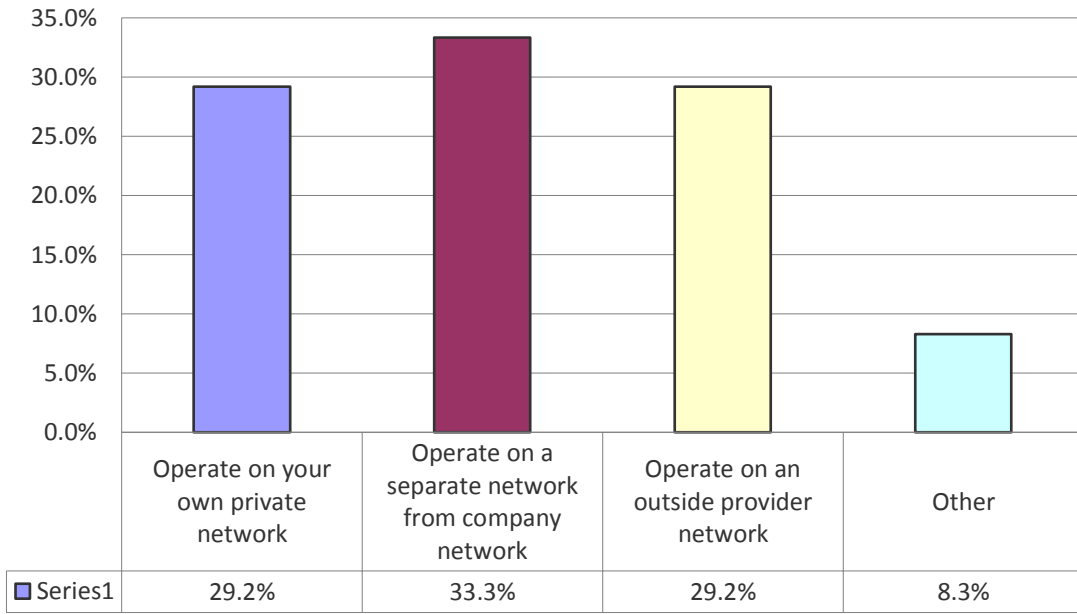


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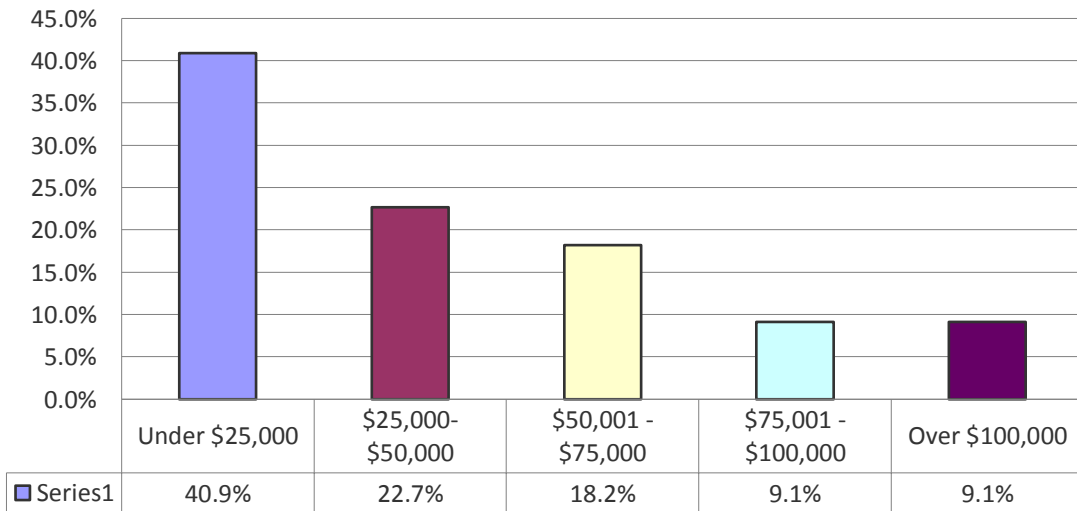
WiFi Service is Provided by:



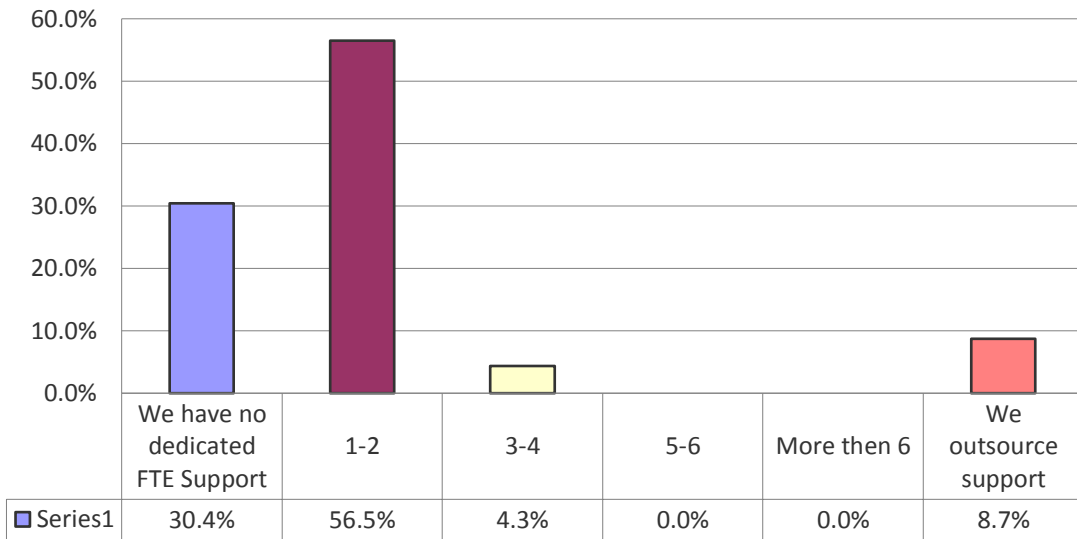
OTHER:

- Client Network
- Campus Network

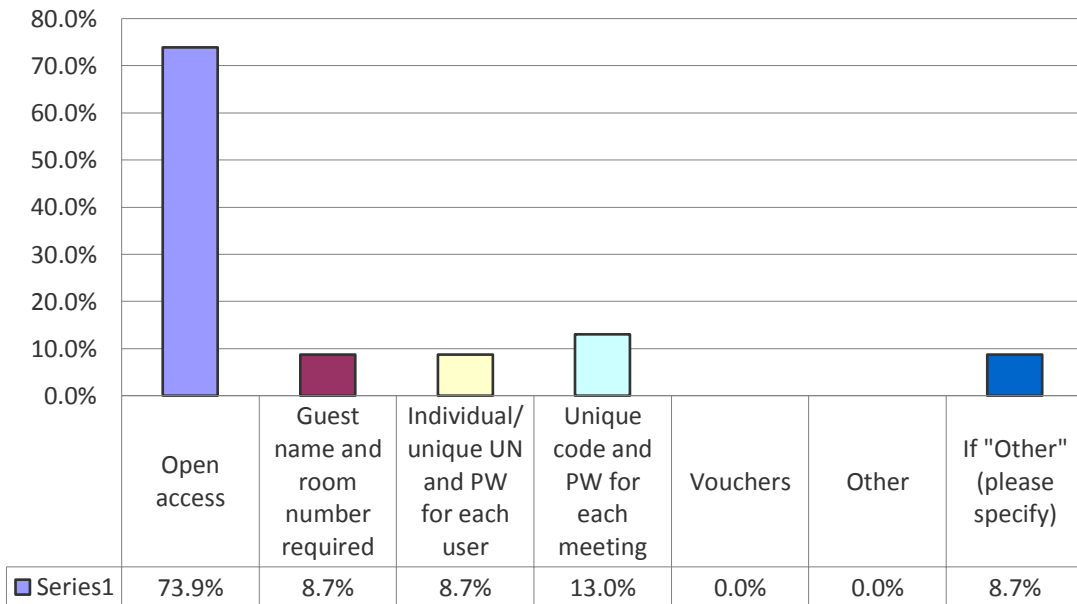
EXCEPT FOR SALARIES: What do you spend on an annual basis to support your entire I.T. infrastructure (equipment, and outside consultation/contract work for I.T.)?



How many FTE's support your I.T. infrastructure and help-desks:



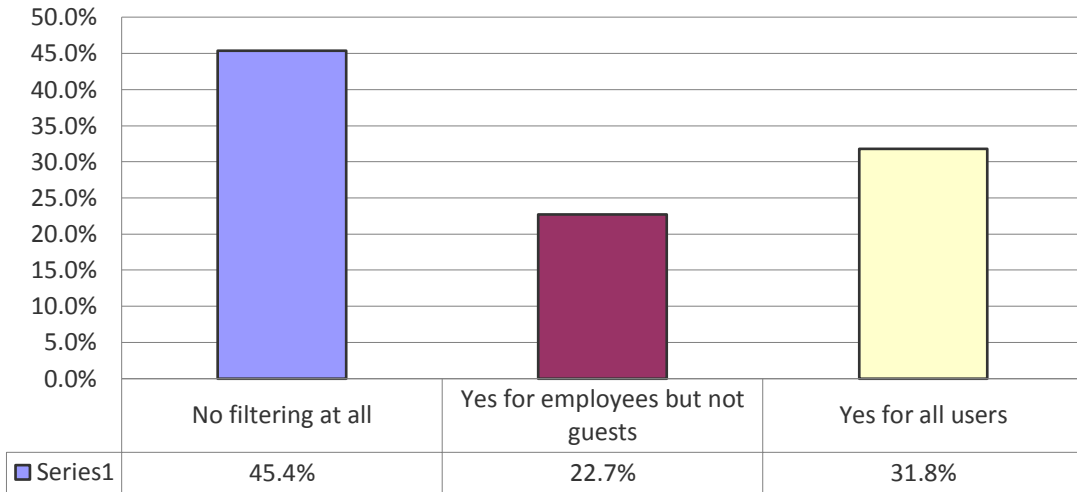
What measures do you take to maintain WIFI protected access (security codes\access codes to get on WIFI)



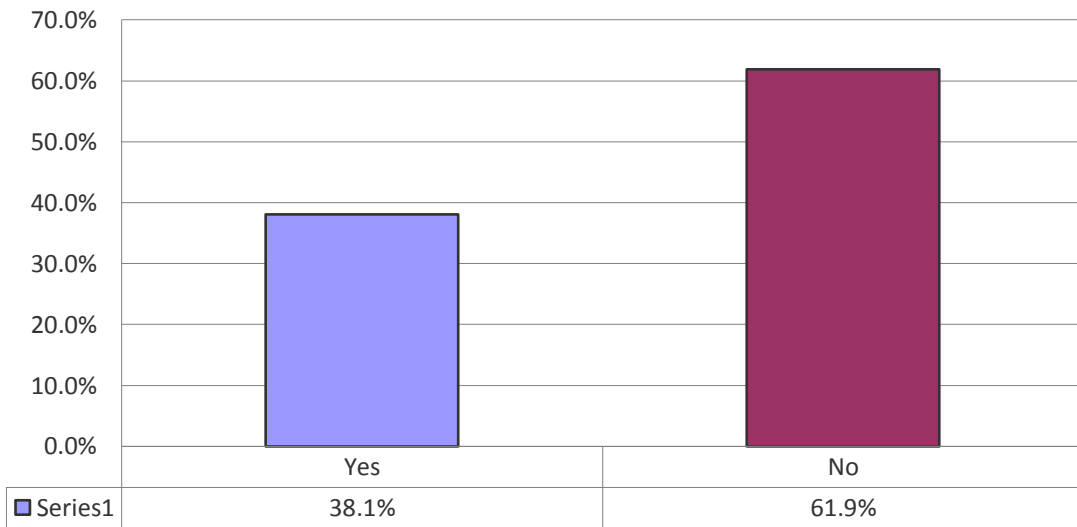
OTHER:

User name and PW is the same for all guests. PW changes monthly.
Monitored by support company

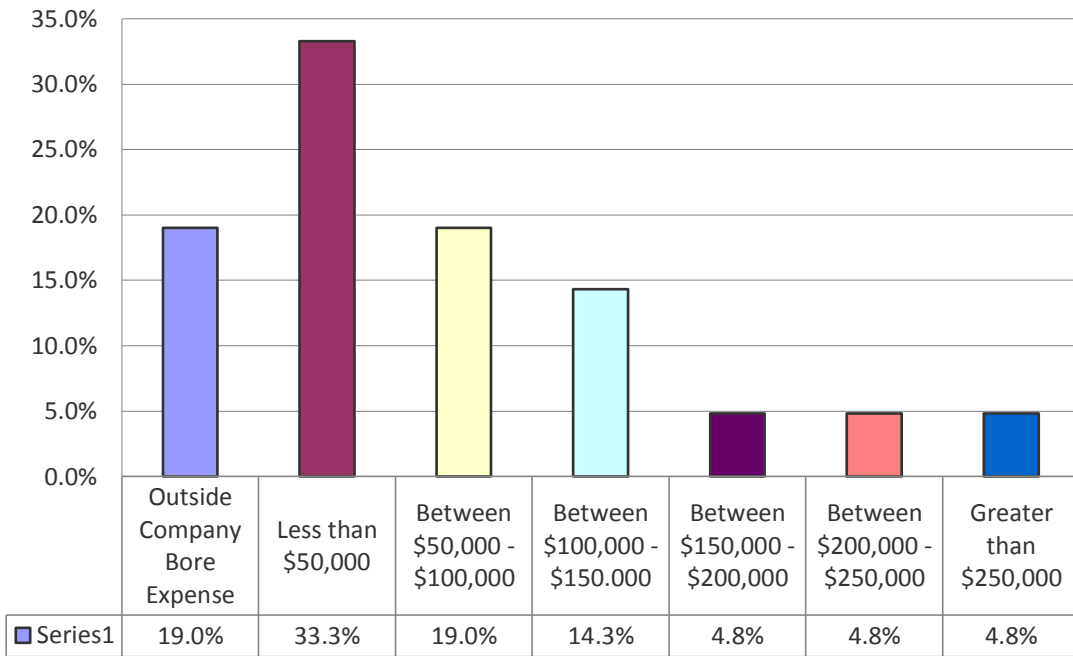
Without Content Filtering a person accessing the internet can view anything at any time. Do you use content filtering at your facility?



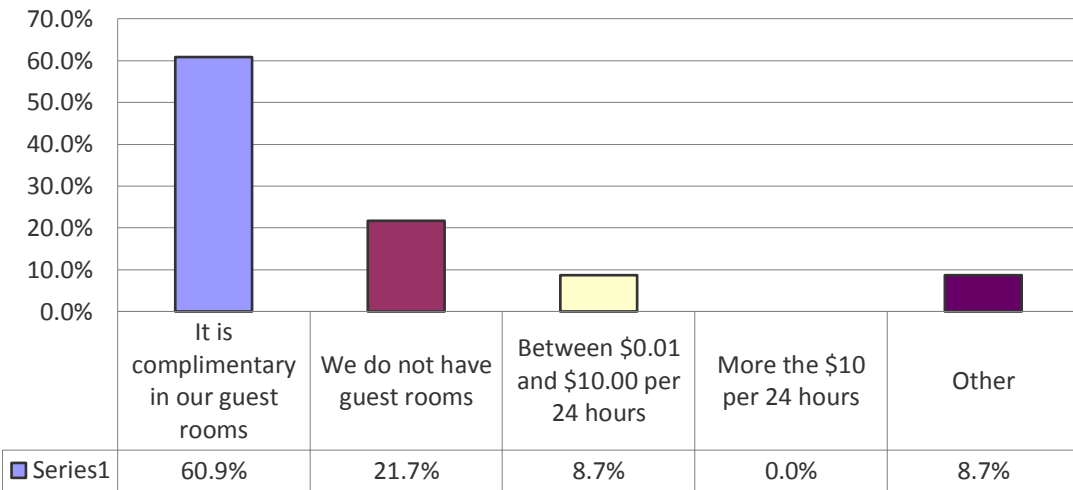
Do you retain data for possible tracking of illegal activity?



Approximately what was the initial cost of your WIFI installation?



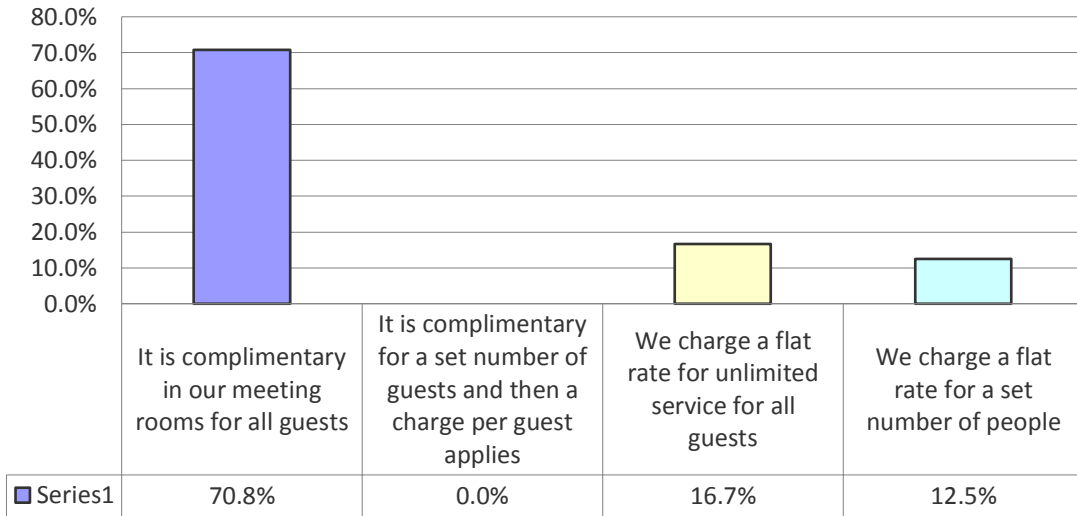
What do you charge for WIFI access in your GUEST rooms



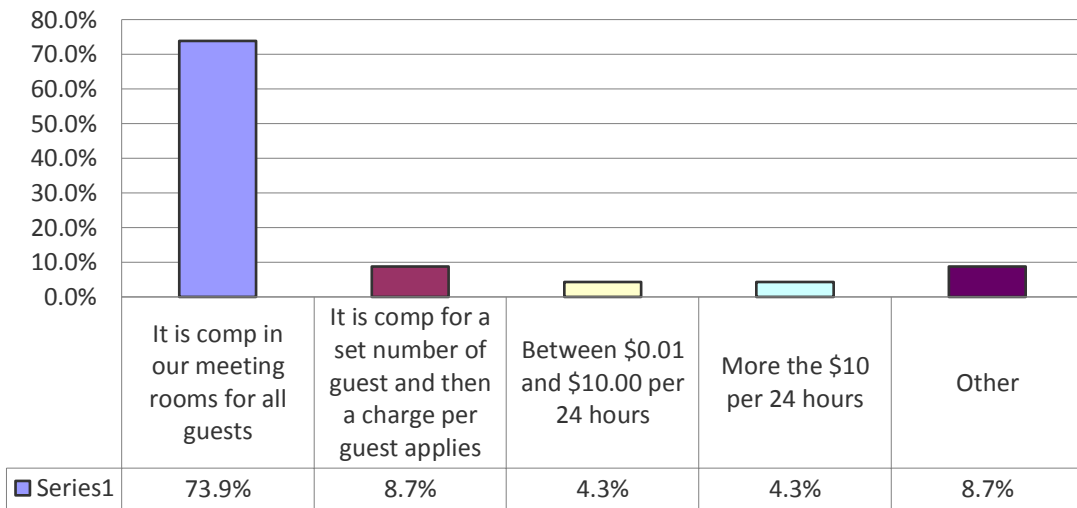
OTHER:

\$5 for basic, \$10 for more bandwidth
 It is part of the facilities service fee \$12.99

What is your policy for charging for WIFI access in your MEETING rooms



What do you charge for WIFI access in your MEETING rooms



OTHER

\$150 for the first 20 users. \$15 for every user afterwards
 For up to 20 people it is \$350.00 for each additional router it is \$350.00 per router

NOTE: The comp % in this response is slightly different than in the previous question because one less person responded in the first question