

	Overall	Corporate			Government				
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal
<b>IT MONITOR</b>	69	69	61	73	74	66	64	67	70
<b>IT VALUE MONITOR</b>	76	77	76	79	76	72	70	75	74
<b>M1. Overall IT effectiveness in achieving company mission and goals</b>	Very effective	36%	36%	32%	40%	38%	36%	37%	34%
	Somewhat effective	47%	48%	43%	50%	50%	44%	38%	47%
	Neutral	11%	11%	20%	7%	6%	9%	14%	6%
	Somewhat ineffective	5%	4%	4%	3%	5%	8%	8%	8%
	Very ineffective	1%	0%	0%	-	0%	3%	4%	3%
<b>M2. Number of days in last six months that IT problems disrupted customer needs</b>	0 days	45%	46%	63%	41%	35%	38%	35%	40%
	1 days	7%	7%	8%	10%	5%	10%	9%	12%
	2 to 5 days	26%	25%	18%	32%	28%	31%	32%	28%
	6+ days	21%	22%	11%	17%	31%	20%	23%	20%
<b>M3. Satisfaction with IT purchases in last six months</b>	Very satisfied	40%	40%	40%	45%	37%	42%	42%	44%
	Somewhat satisfied	41%	41%	34%	42%	47%	38%	38%	41%
	Neutral	16%	16%	23%	10%	14%	14%	15%	11%
	Somewhat dissatisfied	3%	2%	3%	2%	2%	4%	4%	3%
	Very dissatisfied	0%	0%	0%	-	0%	1%	1%	1%
<b>M4. How much IT investment improves financial performance</b>	Helps a lot	40%	38%	26%	43%	45%	53%	47%	59%
	Helps a little	30%	31%	25%	38%	33%	18%	16%	18%
	Neutral	24%	25%	43%	14%	14%	18%	23%	13%
	Hurts a little	6%	5%	5%	5%	6%	8%	12%	7%
	Hurts a lot	1%	1%	1%	1%	1%	3%	1%	3%
<b>IT GROWTH MONITOR</b>	61	61	46	67	71	60	59	59	67
<b>M5. IT budget in next six months</b>	Increase a lot	8%	8%	4%	7%	12%	5%	4%	4%
	Increase a little	31%	32%	25%	36%	35%	21%	19%	22%
	Stay the same	40%	40%	53%	39%	31%	37%	38%	30%
	Decrease a little	16%	15%	11%	15%	18%	26%	31%	30%
	Decrease a lot	6%	5%	6%	3%	5%	10%	8%	15%
<b>M6. New hardware in next six months</b>	Yes, for a significant part of the organization	21%	21%	8%	24%	31%	16%	11%	22%
	Yes, for a minor part of the organization	44%	42%	25%	50%	52%	58%	62%	52%
	No	35%	37%	67%	26%	18%	25%	27%	26%
<b>M7. New software in next six months</b>	Yes, for a significant part of the organization	25%	26%	13%	25%	37%	21%	18%	23%
	Yes, for a minor part of the organization	44%	43%	29%	53%	49%	54%	58%	50%
	No	31%	31%	58%	22%	14%	26%	24%	27%
<b>M8. IT staffing next six months</b>	Hiring additional	16%	16%	7%	18%	23%	10%	4%	13%
	Staying at current levels	74%	74%	89%	73%	63%	74%	82%	68%
	Reducing	10%	9%	5%	9%	14%	15%	14%	19%