

		Overall	Corporate			Government				
			Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal
IT MONITOR		72	72	63	75	78	68	67	66	73
IT VALUE MONITOR		77	78	78	77	78	73	75	69	75
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	40%	40%	29%	37%	50%	34%	36%	25%	39%
	Somewhat effective	44%	43%	44%	55%	38%	48%	48%	52%	45%
	Neutral	13%	13%	24%	5%	9%	10%	8%	14%	12%
	Somewhat ineffective	3%	2%	2%	3%	2%	5%	6%	6%	3%
	Very ineffective	1%	1%	1%	-	1%	2%	1%	4%	1%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	46%	47%	67%	33%	37%	38%	40%	37%	35%
	1 days	9%	9%	5%	12%	9%	10%	13%	6%	9%
	2 to 5 days	27%	27%	19%	37%	30%	27%	30%	21%	26%
	6+ days	18%	17%	9%	18%	23%	25%	17%	37%	31%
M3. Satisfaction with IT purchases in last six months	Very satisfied	43%	43%	43%	39%	44%	41%	45%	30%	42%
	Somewhat satisfied	39%	39%	29%	49%	43%	39%	35%	45%	41%
	Neutral	15%	15%	25%	10%	9%	14%	16%	15%	11%
	Somewhat dissatisfied	3%	2%	2%	2%	3%	5%	4%	8%	4%
	Very dissatisfied	1%	1%	1%	-	1%	1%	-	1%	2%
M4. How much IT investment improves financial performance	Helps a lot	42%	40%	26%	47%	49%	54%	56%	49%	57%
	Helps a little	30%	31%	27%	32%	34%	17%	16%	16%	21%
	Neutral	24%	25%	42%	18%	14%	18%	19%	16%	15%
	Hurts a little	4%	3%	4%	2%	3%	8%	6%	15%	4%
	Hurts a lot	1%	0%	1%	1%	-	3%	3%	4%	3%
IT GROWTH MONITOR		67	67	49	73	79	63	60	62	71
M5. IT budget in next six months	Increase a lot	11%	12%	5%	13%	17%	4%	3%	5%	7%
	Increase a little	37%	38%	22%	44%	48%	29%	26%	31%	34%
	Stay the same	41%	41%	60%	34%	29%	42%	44%	40%	40%
	Decrease a little	7%	6%	7%	8%	5%	18%	19%	18%	15%
	Decrease a lot	3%	3%	6%	2%	1%	7%	8%	7%	4%
M6. New hardware in next six months	Yes, for a significant part of the organization	28%	28%	12%	34%	39%	24%	25%	23%	24%
	Yes, for a minor part of the organization	39%	38%	24%	46%	46%	48%	45%	46%	56%
	No	33%	34%	64%	20%	15%	28%	30%	31%	20%
M7. New software in next six months	Yes, for a significant part of the organization	33%	34%	17%	37%	45%	29%	26%	25%	38%
	Yes, for a minor part of the organization	41%	40%	34%	43%	43%	49%	49%	50%	46%
	No	26%	27%	49%	19%	12%	23%	25%	25%	15%
M8. IT staffing next six months	Hiring additional	20%	21%	7%	24%	31%	11%	5%	11%	22%
	Staying at current levels	74%	74%	91%	69%	62%	76%	79%	75%	70%
	Reducing	6%	5%	2%	6%	6%	13%	16%	13%	8%