

		Overall	Corporate			Government				
			Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal
IT MONITOR		70	70	63	73	74	70	69	68	75
IT VALUE MONITOR		76	76	77	76	76	76	77	73	77
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	40%	41%	34%	41%	46%	33%	39%	25%	32%
	Somewhat effective	46%	45%	44%	49%	43%	52%	47%	58%	54%
	Neutral	11%	11%	17%	7%	9%	8%	6%	8%	10%
	Somewhat ineffective	3%	2%	4%	2%	2%	6%	5%	8%	4%
	Very ineffective	1%	1%	0%	0%	1%	1%	3%	-	-
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	43%	43%	60%	36%	32%	39%	43%	30%	46%
	1 days	8%	8%	6%	8%	9%	10%	9%	11%	10%
	2 to 5 days	30%	30%	22%	30%	36%	32%	31%	37%	26%
	6+ days	19%	20%	12%	26%	23%	19%	17%	21%	18%
M3. Satisfaction with IT purchases in last six months	Very satisfied	41%	42%	44%	42%	40%	39%	48%	27%	38%
	Somewhat satisfied	42%	41%	34%	44%	46%	46%	39%	56%	43%
	Neutral	14%	15%	20%	9%	13%	13%	12%	13%	16%
	Somewhat dissatisfied	2%	2%	2%	4%	1%	2%	-	4%	3%
	Very dissatisfied	0%	0%	1%	1%	-	1%	1%	-	-
M4. How much IT investment improves financial performance	Helps a lot	41%	39%	25%	46%	47%	53%	53%	52%	53%
	Helps a little	26%	26%	24%	28%	27%	24%	22%	27%	23%
	Neutral	27%	29%	46%	18%	20%	14%	16%	12%	15%
	Hurts a little	5%	5%	4%	6%	5%	7%	8%	7%	7%
	Hurts a lot	1%	1%	1%	2%	1%	2%	1%	2%	2%
IT GROWTH MONITOR		64	64	50	69	73	64	62	62	73
M5. IT budget in next six months	Increase a lot	9%	9%	3%	13%	13%	5%	4%	7%	5%
	Increase a little	30%	31%	22%	34%	37%	25%	26%	18%	34%
	Stay the same	41%	41%	55%	35%	32%	40%	43%	36%	42%
	Decrease a little	15%	14%	12%	14%	15%	23%	22%	27%	16%
	Decrease a lot	6%	5%	9%	4%	3%	7%	5%	11%	3%
M6. New hardware in next six months	Yes, for a significant part of the organization	27%	28%	7%	34%	41%	23%	23%	21%	23%
	Yes, for a minor part of the organization	42%	40%	33%	43%	43%	56%	53%	56%	64%
	No	31%	33%	60%	22%	16%	21%	23%	22%	13%
M7. New software in next six months	Yes, for a significant part of the organization	31%	31%	13%	37%	42%	28%	29%	29%	24%
	Yes, for a minor part of the organization	44%	43%	42%	41%	45%	48%	40%	50%	62%
	No	26%	26%	45%	21%	14%	24%	31%	21%	14%
M8. IT staffing next six months	Hiring additional	18%	19%	6%	22%	29%	11%	5%	12%	25%
	Staying at current levels	71%	70%	90%	68%	55%	80%	90%	73%	69%
	Reducing	11%	11%	5%	10%	16%	9%	5%	15%	6%