



CDW IT Monitor
Wave 24, Dec 2011

Section 1. Standard Questions

Q1. Looking ahead to the next six months, will your [company's, employer's] overall budget for IT, including products, systems and staffing, most likely:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1058	769	289	257	257	255	78	105	106
Increase a lot	13%	13%	7%	6%	13%	19%	5%	6%	11%
Increase a little	29%	29%	22%	18%	43%	32%	15%	36%	23%
Stay the same	46%	46%	47%	64%	36%	36%	58%	39%	31%
Decrease a little	11%	10%	19%	9%	7%	11%	18%	12%	27%
Decrease a lot	2%	2%	5%	2%	1%	2%	4%	7%	8%

Q2. In the next six months, will IT spending at your [company, employer] be mostly:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	923	667	256	174	249	244	69	95	92
Replacing or upgrading existing IT hardware, software or solutions/services	64%	63%	82%	73%	56%	60%	86%	75%	80%
Purchasing new IT hardware, software or solutions/services	36%	37%	18%	27%	44%	40%	14%	25%	20%

Q3. Over the next six months, will your [company, employer] be replacing or installing new IT hardware systems?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1058	769	289	257	257	255	78	105	106
Yes, for a significant part of the organization	39%	40%	27%	21%	50%	51%	23%	29%	35%
Yes, for a minor part of the organization	41%	40%	55%	34%	43%	43%	51%	61%	56%
No	20%	20%	18%	45%	7%	5%	26%	10%	9%

Q4. Will your [company's, employer's] IT hardware purchases in the **next six months mostly** be:

Base: Purchase hardware in the next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	852	611	241	136	235	240	55	92	94
Replacing or upgrading existing hardware	67%	66%	81%	73%	63%	64%	89%	75%	74%
Purchasing new hardware	33%	34%	19%	27%	37%	36%	11%	25%	26%

Q5. What do you expect to be among your [company's, employer's] IT hardware purchases **next six months**? (Select all that apply)

Base: Purchase hardware in the next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	864	621	243	143	236	242	57	92	94
Desktops	65%	65%	66%	59%	70%	65%	68%	59%	68%
Data storage	62%	62%	56%	47%	64%	68%	51%	61%	60%
Notebooks/mobile devices	62%	63%	51%	47%	60%	71%	51%	54%	49%
Network communications	56%	57%	47%	34%	54%	69%	46%	47%	48%
Printers	52%	53%	49%	51%	54%	53%	49%	43%	55%
Video monitors	37%	37%	36%	21%	34%	45%	33%	35%	43%
Other	3%	3%	6%	3%	-	4%	9%	2%	4%

Q6. Will your [company, employer] be replacing or installing new software (e.g., new applications or operating systems) in the next **six months**?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1058	769	289	257	257	255	78	105	106
Yes, for a significant part of the organization	42%	43%	26%	22%	55%	56%	19%	30%	36%
Yes, for a minor part of the organization	40%	39%	53%	42%	38%	38%	55%	53%	50%
No	18%	17%	21%	37%	7%	6%	26%	17%	14%

Q7. Will your [company's, employer's] IT software purchases in the **next six months mostly** be:

Base: Purchase software in the next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	842	613	229	143	234	236	57	85	87
New software	31%	32%	21%	28%	34%	32%	23%	21%	16%
Additional licenses or installations of existing software	19%	19%	22%	12%	22%	21%	19%	25%	25%
Upgrades to existing software	50%	49%	57%	59%	44%	46%	58%	54%	59%

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Q8. Looking ahead to the next **six months**, will your [company's, employer's] spending on IT solutions/services most likely:

Solutions/services include the planning, installation, operation, support, and training given for a fee by providers outside your [company, employer]. It includes cloud services (i.e., SaaS, PaaS, IaaS).

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1058	769	289	257	257	255	78	105	106
Increase a lot	14%	14%	9%	5%	16%	21%	9%	10%	7%
Increase a little	31%	32%	23%	21%	44%	35%	17%	30%	28%
Stay the same	41%	40%	47%	56%	32%	31%	56%	42%	32%
Decrease a little	10%	10%	15%	10%	6%	11%	13%	10%	25%
Decrease a lot	2%	1%	5%	2%	1%	1%	4%	6%	8%
Does not apply	2%	2%	1%	6%	-	-	1%	2%	1%

Q9a. In what category of **IT solutions/services** do you expect your [company, employer] will spend more in the **next six months**? (Select all that apply)

Base: Increase solutions/services spending in next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	479	380	99	72	159	149	20	42	37
Wireless/networking	58%	58%	56%	57%	62%	57%	65%	43%	57%
Security	57%	57%	59%	33%	53%	69%	65%	48%	62%
Server/Storage/Client virtualization	57%	57%	59%	47%	61%	59%	60%	52%	65%
Cloud computing	47%	48%	24%	41%	43%	53%	15%	31%	30%
Managed services	41%	41%	25%	31%	43%	45%	20%	33%	24%
Unified communications	35%	36%	31%	17%	27%	46%	35%	21%	35%
Converged data centers	28%	28%	27%	6%	30%	35%	20%	31%	32%
Other	1%	1%	4%	3%	1%	-	5%	7%	-

Q9b. In what category of **IT solutions/services** do you expect your [company, employer] will spend less in the **next six months**? (Select all that apply)

Base: Decrease solutions/services spending in next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	136	74	62	30	17	27	12	17	33
Managed services	51%	52%	44%	56%	31%	54%	42%	47%	45%
Server/Storage/Client virtualization	45%	47%	35%	44%	39%	52%	25%	47%	39%
Wireless/networking	32%	30%	41%	36%	50%	20%	33%	47%	45%
Unified communications	29%	29%	30%	35%	20%	26%	25%	29%	36%
Cloud computing	26%	27%	20%	43%	25%	14%	25%	24%	12%
Converged data centers	23%	24%	19%	36%	22%	15%	17%	12%	24%
Security	15%	15%	16%	31%	8%	4%	17%	12%	18%
Other	2%	1%	8%	3%	-	-	17%	6%	-

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Q10. In the next **six months**, will your IT department be:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1058	769	289	257	257	255	78	105	106
Hiring additional staff	18%	18%	13%	5%	25%	26%	9%	16%	18%
Staying at current staffing levels	76%	76%	78%	92%	72%	64%	87%	72%	64%
Reducing staff	6%	6%	9%	3%	3%	10%	4%	11%	18%

Q11. What type of staff will your IT department be hiring in the next **six months**? (Select all that apply)

Base: Hiring in the next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	201	158	43	15	71	72	7	17	19
Programmers, developers and engineers	61%	61%	63%	52%	53%	66%	71%	59%	58%
Help desk and technical support	58%	58%	54%	44%	51%	63%	57%	65%	42%
Network, systems or database administrators	58%	59%	51%	19%	57%	66%	43%	71%	42%
Analysts and technical specialists	56%	57%	47%	20%	53%	64%	43%	41%	58%
Project leaders and project managers	50%	51%	23%	37%	31%	62%	-	29%	42%
Senior management	34%	35%	18%	30%	24%	41%	14%	18%	21%
Other	1%	-	4%	5%	-	-	-	-	11%

Q12. Is your [company, employer] currently actively considering any IT investment totaling more than [small/local: \$10,000; medium/state: \$100,000; large/federal: \$1,000,000]?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1058	769	289	257	257	255	78	105	106
Yes	40%	40%	43%	17%	60%	50%	45%	48%	35%
No	45%	46%	34%	72%	31%	31%	33%	32%	37%
I'm not sure	15%	14%	23%	11%	10%	19%	22%	20%	28%

Section 2. Topical Questions: Mobility

Q1. Are employees at your [company, organization] allowed to use personal mobile devices for work-related tasks?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1058	769	289	257	257	255	78	105	106
Yes	76%	77%	66%	81%	76%	73%	71%	70%	54%
No	24%	23%	34%	19%	24%	27%	29%	30%	46%

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Q2. How would you describe the demand from employees for allowed use of personal mobile devices for work-related tasks?

Base: Not allowed to use personal mobile devices for work-related tasks

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	282	179	103	46	61	72	23	31	49
There is little demand	54%	52%	62%	89%	46%	35%	70%	55%	55%
Demand is moderate	40%	41%	35%	11%	37%	59%	30%	32%	43%
Demand is very high	6%	7%	3%	-	17%	6%	-	13%	2%

Q3. How likely is it that your [company, employer] will allow the use of personal mobile devices for work-related tasks in the next six months?

Base: Not allowed to use personal mobile devices for work-related tasks

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	282	179	103	46	61	72	23	31	49
Not very likely	66%	65%	77%	83%	57%	58%	70%	84%	82%
Somewhat likely	27%	28%	16%	17%	33%	33%	17%	13%	16%
Very likely	7%	7%	7%	-	9%	9%	13%	3%	2%

Q4. Thinking about your [company, employer]'s [possible] integration of personal mobile devices for work-related tasks, what do you feel are the challenges?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1058	769	289	257	257	255	78	105	106
Implementation of security protocols	50%	49%	59%	34%	50%	61%	59%	62%	58%
Costs	38%	39%	32%	39%	41%	38%	28%	35%	37%
Lack of adherence by employees to protocols	35%	34%	43%	16%	45%	44%	47%	42%	34%
Lack of IT resources to accommodate demand	23%	23%	29%	10%	20%	34%	31%	32%	24%
Support from senior management	19%	20%	17%	8%	23%	28%	10%	21%	26%
Lack of expertise within IT department	17%	17%	16%	11%	18%	22%	13%	20%	19%
No real challenges	17%	17%	12%	34%	6%	9%	14%	8%	10%
Other	1%	1%	2%	1%	-	2%	3%	3%	-

Q5. How is your organization managing the inherent security risks that come with personal mobile device use for work-related tasks?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1058	769	289	257	257	255	78	105	106
Both	56%	55%	60%	43%	61%	62%	60%	59%	59%
Not managing	19%	19%	18%	37%	10%	9%	18%	18%	18%
IT security measures	16%	16%	12%	8%	21%	21%	12%	12%	12%
Security protocols	10%	10%	10%	13%	8%	8%	10%	10%	10%

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Q6. How confident are you that protocols/security measures in place are effectively managing security risks inherent in using personal mobile devices in the enterprise?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1058	769	289	257	257	255	78	105	106
Very confident	21%	22%	16%	20%	19%	24%	9%	13%	33%
Confident	46%	46%	38%	40%	55%	47%	44%	41%	24%
Somewhat confident	25%	24%	33%	29%	21%	22%	33%	35%	31%
Not confident	8%	8%	13%	11%	6%	7%	14%	10%	12%