

CDW IT Monitor December 2007

	Overall	Corporate			Government					
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal	
IT MONITOR	69	68	59	73	73	72	70	74	74	
IT VALUE MONITOR	74	74	72	76	74	73	74	72	73	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	33%	34%	29%	30%	38%	32%	31%	32%	34%
	Somewhat effective	43%	42%	42%	52%	38%	50%	51%	48%	51%
	Neutral	15%	16%	27%	9%	11%	8%	6%	10%	8%
	Somewhat ineffective	6%	6%	2%	7%	9%	8%	9%	10%	4%
	Very ineffective	2%	2%	0%	1%	4%	2%	3%	1%	3%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	54%	57%	66%	48%	53%	34%	39%	29%	29%
	1 days	8%	8%	7%	11%	8%	10%	9%	10%	11%
	2 to 5 days	24%	23%	20%	29%	23%	33%	37%	30%	32%
	6+ days	14%	13%	8%	12%	17%	23%	15%	31%	28%
M3. Satisfaction with IT purchases in last six months	Very satisfied	32%	32%	33%	36%	29%	34%	37%	28%	34%
	Somewhat satisfied	42%	40%	32%	43%	46%	51%	49%	55%	48%
	Neutral	22%	23%	33%	16%	18%	9%	9%	8%	14%
	Somewhat dissatisfied	4%	4%	2%	4%	4%	5%	4%	8%	3%
	Very dissatisfied	1%	1%	-	1%	2%	1%	1%	2%	2%
M4. How much IT investment improves financial performance	Helps a lot	37%	35%	26%	37%	41%	50%	45%	54%	58%
	Helps a little	29%	29%	26%	32%	30%	28%	32%	27%	20%
	Neutral	26%	28%	42%	21%	19%	12%	14%	9%	15%
	Hurts a little	6%	6%	4%	8%	6%	8%	7%	10%	6%
	Hurts a lot	2%	2%	0%	2%	4%	1%	2%	1%	1%
IT GROWTH MONITOR	63	62	46	70	72	71	67	75	75	
M5. IT budget in next six months	Increase a lot	8%	8%	4%	12%	9%	10%	9%	10%	10%
	Increase a little	30%	30%	22%	34%	34%	34%	30%	39%	33%
	Stay the same	50%	51%	61%	45%	46%	44%	51%	33%	47%
	Decrease a little	9%	8%	8%	8%	10%	11%	8%	16%	10%
	Decrease a lot	2%	3%	4%	1%	2%	1%	2%	1%	1%
M6. New hardware in next six months	Yes, for a significant part of the organization	23%	22%	11%	28%	29%	28%	21%	33%	33%
	Yes, for a minor part of the organization	42%	41%	22%	47%	54%	51%	47%	54%	55%
	No	35%	36%	67%	25%	17%	21%	31%	12%	12%
M7. New software in next six months	Yes, for a significant part of the organization	27%	26%	17%	29%	32%	32%	28%	36%	35%
	Yes, for a minor part of the organization	43%	42%	25%	48%	52%	50%	49%	50%	51%
	No	31%	32%	58%	23%	16%	18%	23%	14%	14%
M8. IT staffing next six months	Hiring additional	16%	16%	4%	20%	23%	21%	18%	24%	22%
	Staying at current levels	78%	78%	94%	76%	67%	75%	77%	73%	76%
	Reducing	6%	6%	2%	4%	10%	4%	5%	3%	2%