

	Overall	Corporate				Government				
		Corporate	Employees	Employees	Employees	Overall Gov't	Local	State	Federal	
IT MONITOR	69	69	61	71	74	69	73	63	71	
IT VALUE MONITOR	76	76	77	75	76	74	80	68	73	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	38%	38%	29%	39%	45%	34%	38%	30%	30%
	Somewhat effective	44%	44%	42%	49%	42%	51%	49%	51%	56%
	Neutral	14%	15%	25%	9%	9%	9%	8%	9%	8%
	Somewhat ineffective	3%	3%	3%	2%	3%	6%	5%	8%	5%
	Very ineffective	1%	1%	1%	1%	2%	1%	-	1%	1%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	45%	46%	67%	31%	36%	37%	51%	22%	31%
	1 days	10%	10%	8%	9%	11%	9%	5%	15%	8%
	2 to 5 days	27%	26%	16%	39%	28%	33%	25%	39%	39%
	6+ days	19%	18%	8%	21%	25%	21%	18%	23%	21%
	Very satisfied	42%	43%	46%	38%	41%	34%	43%	28%	25%
M3. Satisfaction with IT purchases in last six months	Somewhat satisfied	39%	39%	28%	46%	45%	41%	36%	45%	48%
	Neutral	17%	16%	24%	12%	12%	19%	16%	21%	20%
	Somewhat dissatisfied	2%	2%	2%	2%	2%	5%	5%	3%	7%
	Very dissatisfied	0%	0%	0%	1%	-	1%	-	3%	-
	Helps a lot	39%	38%	23%	39%	48%	53%	54%	53%	50%
M4. How much IT investment improves financial performance	Helps a little	30%	30%	29%	35%	29%	28%	32%	23%	31%
	Neutral	25%	27%	40%	22%	18%	10%	11%	8%	12%
	Hurts a little	5%	5%	7%	4%	2%	5%	1%	9%	6%
	Hurts a lot	2%	1%	1%	0%	2%	4%	3%	6%	2%
	IT GROWTH MONITOR	61	61	45	68	71	63	65	57	70
M5. IT budget in next six months	Increase a lot	7%	7%	5%	8%	9%	3%	3%	3%	7%
	Increase a little	30%	30%	17%	35%	39%	26%	32%	17%	31%
	Stay the same	42%	43%	63%	38%	30%	35%	37%	28%	46%
	Decrease a little	15%	13%	9%	15%	16%	25%	25%	32%	13%
	Decrease a lot	6%	6%	7%	4%	7%	10%	4%	21%	4%
M6. New hardware in next six months	Yes, for a significant part of the organization	21%	22%	7%	27%	32%	17%	17%	14%	24%
	Yes, for a minor part of the organization	43%	41%	25%	51%	50%	61%	67%	55%	56%
	No	35%	37%	69%	22%	18%	22%	16%	31%	20%
M7. New software in next six months	Yes, for a significant part of the organization	27%	28%	13%	26%	41%	25%	22%	25%	30%
	Yes, for a minor part of the organization	44%	43%	34%	52%	46%	56%	55%	58%	52%
	No	28%	30%	54%	22%	14%	19%	22%	17%	18%
M8. IT staffing next six months	Hiring additional	13%	14%	3%	12%	23%	10%	7%	8%	23%
	Staying at current levels	75%	76%	92%	80%	61%	73%	79%	69%	68%
	Reducing	11%	11%	4%	8%	17%	16%	14%	22%	8%