

CDW IT Monitor February 2008

Wave 2 (February 4-8)

	Overall	Corporate				Government				
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal	
IT MONITOR	73	73	63	77	79	71	70	71	74	
IT VALUE MONITOR	76	76	75	77	77	74	76	72	74	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	38%	38%	27%	42%	46%	33%	34%	29%	35%
	Somewhat effective	44%	43%	41%	48%	43%	49%	51%	50%	46%
	Neutral	13%	14%	27%	7%	6%	11%	8%	13%	12%
	Somewhat ineffective	4%	4%	4%	3%	4%	6%	4%	8%	7%
	Very ineffective	1%	1%	1%	-	2%	1%	3%	-	-
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	45%	46%	61%	33%	39%	38%	44%	35%	29%
	1 days	7%	7%	6%	10%	6%	13%	18%	11%	6%
	2 to 5 days	32%	32%	25%	35%	37%	29%	23%	33%	38%
	6+ days	16%	16%	9%	22%	18%	20%	15%	21%	28%
M3. Satisfaction with IT purchases in last six months	Very satisfied	41%	42%	40%	45%	43%	37%	38%	34%	38%
	Somewhat satisfied	42%	41%	36%	42%	45%	44%	42%	46%	46%
	Neutral	14%	14%	20%	11%	10%	14%	12%	17%	11%
	Somewhat dissatisfied	2%	2%	4%	2%	1%	4%	4%	3%	5%
	Very dissatisfied	1%	1%	0%	-	1%	1%	3%	-	-
M4. How much IT investment improves financial performance	Helps a lot	41%	40%	24%	47%	49%	53%	53%	50%	57%
	Helps a little	28%	28%	25%	33%	29%	25%	23%	25%	30%
	Neutral	25%	27%	47%	18%	15%	12%	14%	14%	5%
	Hurts a little	4%	4%	3%	2%	5%	6%	5%	7%	4%
	Hurts a lot	2%	1%	1%	0%	2%	4%	4%	5%	3%
IT GROWTH MONITOR	69	69	51	77	80	68	64	70	74	
M5. IT budget in next six months	Increase a lot	14%	15%	5%	15%	22%	7%	5%	6%	13%
	Increase a little	39%	39%	25%	51%	45%	38%	36%	41%	38%
	Stay the same	40%	40%	64%	30%	25%	41%	45%	40%	32%
	Decrease a little	6%	5%	5%	4%	6%	12%	11%	12%	15%
	Decrease a lot	2%	1%	2%	0%	2%	2%	3%	1%	2%
M6. New hardware in next six months	Yes, for a significant part of the organization	26%	26%	9%	31%	37%	21%	14%	29%	25%
	Yes, for a minor part of the organization	44%	43%	31%	49%	50%	53%	55%	49%	58%
	No	30%	31%	60%	21%	12%	25%	32%	22%	17%
M7. New software in next six months	Yes, for a significant part of the organization	31%	31%	14%	41%	41%	25%	18%	31%	30%
	Yes, for a minor part of the organization	44%	43%	38%	41%	48%	53%	53%	50%	55%
	No	25%	26%	48%	18%	11%	22%	29%	18%	14%
M8. IT staffing next six months	Hiring additional	24%	26%	6%	31%	38%	16%	10%	17%	28%
	Staying at current levels	69%	69%	89%	65%	54%	75%	85%	71%	62%
	Reducing	6%	6%	5%	4%	7%	9%	5%	12%	11%