

	Overall	Corporate			Government					
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal	
IT MONITOR	73	73	66	78	75	73	74	71	71	
IT VALUE MONITOR	77	77	78	79	75	80	84	77	74	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	38%	38%	32%	46%	39%	33%	35%	30%	32%
	Somewhat effective	43%	42%	40%	44%	44%	54%	56%	53%	50%
	Neutral	16%	17%	27%	8%	12%	11%	9%	11%	15%
	Somewhat ineffective	2%	2%	1%	2%	3%	2%	-	5%	3%
	Very ineffective	1%	1%	-	1%	2%	0%	-	1%	-
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	41%	41%	56%	35%	31%	44%	50%	42%	32%
	1 days	9%	9%	8%	6%	11%	12%	13%	7%	15%
	2 to 5 days	32%	32%	26%	38%	34%	31%	28%	33%	38%
	6+ days	18%	18%	10%	21%	24%	13%	9%	18%	15%
M3. Satisfaction with IT purchases in last six months	Very satisfied	41%	42%	40%	46%	42%	34%	39%	26%	32%
	Somewhat satisfied	41%	40%	36%	44%	40%	55%	56%	55%	53%
	Neutral	15%	16%	22%	9%	14%	10%	6%	18%	11%
	Somewhat dissatisfied	2%	2%	2%	2%	3%	1%	-	-	3%
	Very dissatisfied	0%	0%	-	-	1%	0%	-	-	2%
M4. How much IT investment improves financial performance	Helps a lot	50%	50%	43%	53%	55%	56%	61%	53%	47%
	Helps a little	28%	28%	25%	34%	27%	28%	28%	29%	27%
	Neutral	18%	18%	29%	11%	13%	11%	7%	8%	21%
	Hurts a little	3%	3%	3%	2%	3%	4%	2%	8%	5%
	Hurts a lot	1%	1%	1%	-	2%	2%	2%	3%	-
IT GROWTH MONITOR	68	69	54	77	76	65	63	63	69	
M5. IT budget in next six months	Increase a lot	9%	10%	3%	12%	13%	6%	3%	9%	12%
	Increase a little	31%	32%	19%	44%	37%	24%	26%	24%	22%
	Stay the same	46%	46%	66%	35%	35%	45%	49%	36%	46%
	Decrease a little	9%	8%	5%	7%	11%	18%	17%	22%	16%
	Decrease a lot	5%	5%	6%	2%	4%	6%	5%	10%	4%
M6. New hardware in next six months	Yes, for a significant part of the organization	33%	34%	13%	43%	47%	23%	21%	24%	27%
	Yes, for a minor part of the organization	42%	40%	36%	47%	41%	59%	60%	53%	61%
	No	25%	25%	51%	10%	12%	19%	19%	23%	12%
M7. New software in next six months	Yes, for a significant part of the organization	35%	35%	16%	47%	45%	29%	25%	30%	35%
	Yes, for a minor part of the organization	44%	43%	45%	41%	43%	48%	51%	47%	45%
	No	22%	22%	39%	12%	12%	23%	25%	23%	20%
M8. IT staffing next six months	Hiring additional	20%	21%	4%	23%	33%	9%	5%	10%	15%
	Staying at current levels	72%	72%	92%	71%	56%	74%	78%	70%	71%
	Reducing	8%	8%	4%	5%	12%	17%	17%	20%	13%