

| | 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 | 80 | 71 | 68 | 72 | 75 | |
| IT VALUE MONITOR | 77 | 78 | 77 | 78 | 78 | 72 | 72 | 72 | 75 | |
| M1. Overall IT effectiveness in achieving company mission and goals | Very effective | 40% | 42% | 34% | 44% | 48% | 25% | 21% | 26% | 32% |
| | Somewhat effective | 45% | 44% | 43% | 45% | 44% | 55% | 57% | 56% | 50% |
| | Neutral | 11% | 10% | 19% | 8% | 4% | 13% | 15% | 12% | 11% |
| | Somewhat ineffective | 3% | 2% | 2% | 2% | 3% | 5% | 4% | 7% | 6% |
| | Very ineffective | 1% | 1% | 2% | 2% | 0% | 2% | 3% | - | 2% |
| M2. Number of days in last six months that IT problems disrupted customer needs | 0 days | 43% | 44% | 60% | 39% | 34% | 33% | 35% | 31% | 34% |
| | 1 days | 9% | 8% | 9% | 11% | 7% | 12% | 12% | 13% | 10% |
| | 2 to 5 days | 28% | 28% | 22% | 33% | 31% | 29% | 25% | 35% | 28% |
| | 6+ days | 20% | 19% | 9% | 17% | 28% | 26% | 28% | 21% | 28% |
| M3. Satisfaction with IT purchases in last six months | Very satisfied | 43% | 44% | 43% | 45% | 45% | 34% | 35% | 27% | 44% |
| | Somewhat satisfied | 42% | 41% | 34% | 45% | 45% | 47% | 48% | 52% | 38% |
| | Neutral | 12% | 11% | 18% | 8% | 8% | 15% | 16% | 17% | 11% |
| | Somewhat dissatisfied | 3% | 3% | 5% | 1% | 2% | 3% | 1% | 3% | 7% |
| | Very dissatisfied | 1% | 1% | 1% | 1% | 0% | 1% | - | 1% | 1% |
| M4. How much IT investment improves financial performance | Helps a lot | 43% | 42% | 25% | 46% | 53% | 49% | 41% | 53% | 59% |
| | Helps a little | 29% | 30% | 28% | 31% | 30% | 26% | 27% | 23% | 28% |
| | Neutral | 24% | 25% | 44% | 18% | 13% | 13% | 16% | 13% | 7% |
| | Hurts a little | 3% | 2% | 2% | 2% | 3% | 11% | 15% | 9% | 5% |
| | Hurts a lot | 1% | 1% | 0% | 2% | 1% | 2% | 1% | 3% | 1% |
| IT GROWTH MONITOR | 69 | 69 | 49 | 75 | 82 | 69 | 63 | 72 | 76 | |
| M5. IT budget in next six months | Increase a lot | 12% | 12% | 2% | 15% | 20% | 10% | 8% | 8% | 17% |
| | Increase a little | 38% | 39% | 25% | 49% | 45% | 31% | 27% | 37% | 32% |
| | Stay the same | 40% | 40% | 63% | 31% | 25% | 38% | 43% | 33% | 38% |
| | Decrease a little | 9% | 8% | 8% | 4% | 9% | 16% | 17% | 18% | 11% |
| | Decrease a lot | 1% | 1% | 1% | 1% | 1% | 5% | 5% | 5% | 2% |
| M6. New hardware in next six months | Yes, for a significant part of the organization | 30% | 31% | 9% | 33% | 47% | 27% | 25% | 27% | 33% |
| | Yes, for a minor part of the organization | 40% | 39% | 27% | 47% | 44% | 54% | 47% | 62% | 57% |
| | No | 29% | 31% | 64% | 20% | 9% | 19% | 28% | 12% | 10% |
| M7. New software in next six months | Yes, for a significant part of the organization | 33% | 34% | 11% | 34% | 52% | 31% | 28% | 32% | 38% |
| | Yes, for a minor part of the organization | 41% | 41% | 35% | 49% | 41% | 47% | 44% | 51% | 45% |
| | No | 25% | 25% | 54% | 17% | 7% | 22% | 28% | 17% | 17% |
| M8. IT staffing next six months | Hiring additional | 26% | 27% | 9% | 25% | 41% | 19% | 13% | 21% | 27% |
| | Staying at current levels | 69% | 68% | 89% | 69% | 51% | 73% | 79% | 67% | 69% |
| | Reducing | 5% | 5% | 1% | 6% | 8% | 8% | 8% | 12% | 4% |