

		Overall	Corporate			Government				
			Corporate	Employees	Employees	Employees	Gov't	Local	State	Federal
IT MONITOR		69	70	60	75	75	68	67	66	74
IT VALUE MONITOR		77	77	75	78	78	75	78	72	75
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	37%	37%	25%	41%	46%	34%	35%	33%	37%
	Somewhat effective	45%	45%	42%	53%	44%	46%	48%	44%	47%
	Neutral	14%	14%	30%	2%	6%	13%	13%	13%	11%
	Somewhat ineffective	3%	3%	3%	4%	3%	7%	4%	11%	5%
	Very ineffective	1%	1%	0%	0%	1%	0%	-	-	1%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	48%	49%	66%	39%	40%	40%	45%	36%	37%
	1 days	8%	8%	7%	10%	7%	10%	12%	8%	10%
	2 to 5 days	28%	27%	17%	32%	32%	33%	35%	31%	34%
	6+ days	17%	17%	11%	19%	20%	17%	8%	26%	20%
M3. Satisfaction with IT purchases in last six months	Very satisfied	43%	43%	42%	41%	45%	41%	53%	26%	42%
	Somewhat satisfied	40%	40%	31%	47%	43%	39%	29%	50%	43%
	Neutral	15%	15%	26%	8%	9%	16%	16%	19%	9%
	Somewhat dissatisfied	2%	2%	1%	3%	3%	3%	1%	4%	6%
	Very dissatisfied	1%	1%	-	1%	1%	1%	-	1%	1%
M4. How much IT investment improves financial performance	Helps a lot	40%	39%	21%	45%	51%	47%	40%	52%	54%
	Helps a little	27%	27%	23%	35%	26%	30%	36%	26%	24%
	Neutral	27%	29%	48%	15%	19%	14%	17%	10%	14%
	Hurts a little	5%	4%	6%	4%	3%	6%	5%	9%	5%
	Hurts a lot	2%	2%	2%	0%	2%	3%	1%	4%	3%
IT GROWTH MONITOR		62	62	44	72	72	61	57	59	74
M5. IT budget in next six months	Increase a lot	7%	8%	2%	9%	12%	4%	1%	6%	9%
	Increase a little	31%	32%	19%	41%	39%	22%	16%	17%	43%
	Stay the same	45%	45%	64%	39%	33%	42%	47%	38%	39%
	Decrease a little	12%	11%	10%	8%	12%	22%	24%	26%	9%
	Decrease a lot	5%	4%	5%	3%	4%	10%	12%	13%	1%
M6. New hardware in next six months	Yes, for a significant part of the organization	23%	24%	9%	30%	34%	17%	13%	17%	24%
	Yes, for a minor part of the organization	41%	39%	21%	50%	48%	56%	56%	57%	56%
	No	36%	37%	70%	21%	19%	27%	31%	26%	20%
M7. New software in next six months	Yes, for a significant part of the organization	29%	30%	11%	34%	42%	21%	23%	18%	25%
	Yes, for a minor part of the organization	40%	38%	32%	49%	39%	54%	52%	56%	57%
	No	31%	32%	57%	17%	19%	24%	25%	26%	18%
M8. IT staffing next six months	Hiring additional	18%	18%	6%	19%	28%	12%	4%	12%	30%
	Staying at current levels	74%	74%	88%	75%	62%	72%	75%	71%	65%
	Reducing	9%	8%	6%	6%	10%	17%	21%	17%	5%