



CDW IT Monitor
Wave 21, June 2011

Q1. Looking ahead to the next **six months**, will your [company's, employer's] overall budget for IT, including products, systems and staffing, most likely:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Increase a lot	11%	11%	6%	2%	13%	18%	4%	4%	12%
Increase a little	32%	33%	23%	18%	45%	39%	19%	28%	27%
Stay the same	46%	46%	45%	65%	32%	37%	56%	36%	33%
Decrease a little	7%	6%	21%	6%	7%	5%	19%	26%	20%
Decrease a lot	4%	4%	6%	10%	2%	1%	4%	7%	9%

Q2. Do you expect your [company, employer] will spend more, less or about the same on IT hardware, software and solutions/services **next month**, compared with this month? Your best estimate is fine.

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Much more	6%	6%	5%	2%	7%	10%	4%	3%	9%
Slightly more	27%	28%	20%	12%	41%	34%	16%	22%	25%
About the same	53%	53%	54%	66%	42%	47%	59%	53%	43%
Slightly less	9%	8%	17%	10%	8%	7%	17%	15%	17%
Much less	5%	5%	5%	11%	2%	1%	4%	7%	6%

Q3. Next month, will IT spending at your [company, employer] be **mostly**:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	845	591	254	130	237	224	71	90	93
Replacing or upgrading existing IT hardware, software or solutions/services	60%	58%	83%	75%	61%	48%	83%	88%	77%
Purchasing new IT hardware, software or solutions/services	40%	42%	17%	25%	39%	52%	17%	12%	23%
I'm not sure (cases)	246	235	11	166	14	55	6	3	2

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Q4. Over the next **six months**, will your [company, employer] be replacing or installing new IT hardware systems?

	Overall			Corporate			Government		
	Total	Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Yes, for a significant part of the organization	36%	37%	23%	15%	46%	51%	16%	27%	33%
Yes, for a minor part of the organization	39%	37%	57%	29%	45%	40%	59%	56%	52%
No	25%	26%	21%	56%	8%	9%	25%	17%	15%

Q5. Do you expect your [company, employer] to purchase IT hardware in the **next month**?

	Overall			Corporate			Government		
	Total	Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Yes	51%	52%	43%	15%	69%	74%	35%	51%	55%
No	39%	38%	46%	73%	20%	19%	56%	38%	33%
I'm not sure	10%	10%	11%	12%	11%	7%	10%	12%	13%

Q6. Will these purchases **mostly** be:

Base: Purchase hardware in the next month

	Overall			Corporate			Government		
	Total	Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	538	400	138	38	174	188	28	53	57
Replacing or upgrading existing hardware	58%	57%	73%	50%	55%	59%	68%	77%	77%
Purchasing new hardware	42%	43%	27%	50%	45%	41%	32%	23%	23%
I'm not sure (cases)	6	6	-	-	2	3	-	-	-

Q7. What do you expect to be among your [company's, employer's] IT hardware purchases **next month**? (Select all that apply)

Base: Purchase hardware in the next month

	Overall			Corporate			Government		
	Total	Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	539	401	138	38	176	187	28	53	57
Desktops	67%	67%	68%	61%	66%	69%	71%	74%	58%
Notebooks/mobile devices	66%	67%	53%	45%	59%	75%	54%	49%	56%
Data storage	60%	61%	47%	29%	64%	65%	36%	47%	61%
Printers	55%	55%	43%	45%	57%	57%	43%	47%	40%
Network communications	53%	54%	37%	29%	55%	58%	32%	36%	46%
Video monitors	38%	39%	30%	26%	38%	41%	25%	30%	37%
Other	4%	4%	8%	3%	2%	4%	11%	9%	4%
I'm not sure (cases)	6	6	-	-	1	5	-	-	-

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Q8. Will your [company, employer] be replacing or installing new software (e.g., new applications or operating systems) in the next **six months**?

	Overall			Corporate			Government		
	Total	Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Yes, for a significant part of the organization	39%	40%	24%	15%	51%	54%	19%	24%	35%
Yes, for a minor part of the organization	38%	36%	57%	35%	37%	36%	62%	53%	51%
No	24%	24%	19%	50%	12%	9%	20%	23%	14%

Q9. Do you expect your [company, employer] to purchase IT software in the **next month**?

	Overall			Corporate			Government		
	Total	Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Yes	45%	46%	36%	14%	65%	63%	31%	38%	46%
No	43%	43%	51%	71%	27%	27%	58%	49%	39%
I'm not sure	11%	11%	12%	15%	8%	10%	11%	13%	14%

Q10. Will these purchases **mostly** be:

Base: Purchase software in the next month

	Overall			Corporate			Government		
	Total	Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	471	360	111	35	165	160	25	38	48
New software	30%	31%	26%	37%	31%	29%	32%	24%	21%
Additional licenses or installations of existing software	28%	29%	20%	14%	22%	34%	12%	24%	27%
Upgrades to existing software	42%	41%	54%	49%	47%	36%	56%	53%	52%
I'm not sure (cases)	6	6	0	1	1	3	-	0	-

Q11. Looking ahead to the next **six months**, will your [company's, employer's] spending on IT solutions/services most likely:

Solutions/services include the planning, installation, operation, support, and training given for a fee by providers outside your [company, employer]. It includes cloud services (i.e., SaaS, PaaS, IaaS).

	Overall			Corporate			Government		
	Total	Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Increase a lot	10%	11%	5%	3%	15%	15%	2%	2%	12%
Increase a little	33%	34%	28%	21%	41%	41%	28%	23%	33%
Stay the same	44%	44%	46%	58%	34%	37%	53%	45%	31%
Decrease a little	6%	5%	17%	6%	7%	4%	14%	22%	21%
Decrease a lot	3%	3%	4%	7%	2%	1%	2%	6%	4%
Does not apply	2%	3%	0%	6%	1%	1%	-	2%	-

Q12. Do you expect your [company, employer] will spend more, less or about the same on IT solutions/services **next month** compared with this month?

Solutions/services include the planning, installation, operation, support, and training given for a fee by providers outside your [company, employer]. It includes cloud services (i.e., SaaS, PaaS, IaaS).

	Overall			Corporate			Government		
	Total	Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Much more	6%	7%	3%	1%	10%	10%	2%	2%	7%
Slightly more	22%	23%	14%	8%	34%	30%	12%	14%	17%
About the same	56%	55%	62%	65%	45%	52%	67%	60%	56%
Slightly less	7%	6%	15%	6%	9%	5%	12%	18%	16%
Much less	3%	3%	4%	8%	1%	1%	5%	4%	4%
Does not apply	5%	5%	1%	12%	2%	2%	1%	2%	-

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Q13. In what category of **IT solutions/services** do you expect your [company, employer] will spend more? (Select all that apply)

Base: Increase solutions/services spending next month

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	290	237	53	24	111	102	12	17	24
Server/Storage/Client virtualization	59%	60%	47%	29%	61%	65%	42%	59%	46%
Security	58%	58%	53%	29%	57%	65%	50%	59%	54%
Cloud computing	56%	57%	26%	42%	59%	60%	25%	18%	33%
Wireless/networking	55%	55%	49%	63%	52%	55%	67%	41%	29%
Managed services	41%	41%	39%	17%	43%	44%	42%	35%	38%
Unified communications	36%	37%	16%	17%	30%	45%	17%	12%	17%
Converged data centers	27%	28%	14%	8%	28%	31%	17%	-	21%
Other	1%	0%	1%	4%	-	-	-	-	4%
Not sure (cases)	1	1	0	-	1	-	-	-	0

Q13. In what category of **IT solutions/services** do you expect your [company, employer] will spend less?

Base: Decrease solutions/services spending next month

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	130	73	57	32	26	15	14	22	21
Managed services	50%	50%	48%	50%	54%	47%	57%	55%	24%
Server/Storage/Client virtualization	49%	49%	54%	47%	46%	53%	50%	68%	48%
Wireless/networking	49%	51%	39%	53%	42%	53%	36%	45%	38%
Converged data centers	33%	34%	24%	28%	23%	53%	14%	36%	29%
Cloud computing	26%	26%	25%	28%	12%	33%	21%	36%	19%
Security	26%	27%	20%	22%	12%	47%	14%	36%	14%
Unified communications	25%	25%	25%	22%	19%	33%	14%	36%	33%
Other	0%	-	2%	-	-	-	-	5%	5%
Not sure (cases)	6	6	0	4	-	2	-	0	-

Q14. On most months of the year, does your [company, employer] usually purchase: ('YES' Summary)

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases*	994	726	268	235	250	241	74	99	95
IT hardware (n=994)	53%	53%	53%	14%	68%	76%	41%	62%	71%
IT software (n=985)	57%	59%	46%	27%	69%	79%	35%	52%	65%
IT solutions/services (n=973)	56%	57%	56%	27%	64%	76%	50%	57%	67%

*Cases will be fewer, and differ in each category, due to non-response. Those responding for total are noted as (n=###).

Q15. In the next **six months**, will your IT department be:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Hiring additional staff	19%	20%	9%	5%	24%	31%	6%	11%	14%
Staying at current staffing levels	74%	73%	79%	90%	70%	62%	85%	74%	72%
Reducing staff	7%	6%	11%	6%	5%	7%	9%	15%	13%

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Q16. **Last month**, did your IT department:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1028	745	283	245	251	249	80	100	103
Gain additional IT staff	15%	16%	10%	3%	19%	24%	8%	12%	15%
Stay at current staffing levels	77%	77%	77%	93%	75%	65%	84%	71%	70%
Lose IT staff (for any reason)	8%	8%	12%	4%	6%	11%	9%	17%	16%
I'm not sure (cases)	28	27	2	10	4	13	1	1	0

Q17. What type of staff will your IT department be hiring in the next **six months**? (Select all that apply)

Base: Hiring in the next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	184	153	31	12	62	79	5	11	15
Programmers, developers and engineers	61%	62%	47%	50%	53%	66%	40%	55%	47%
Analysts and technical specialists	57%	57%	49%	50%	50%	61%	40%	36%	67%
Help desk and technical support	57%	57%	52%	50%	42%	63%	40%	45%	67%
Network, systems or database	56%	57%	47%	67%	48%	58%	40%	36%	60%
Project leaders and project managers	48%	49%	32%	33%	47%	52%	20%	36%	40%
Senior management	24%	24%	24%	17%	21%	27%	40%	9%	20%
Other	1%	1%	7%	8%	2%	-	20%	-	-

Q18. Is your [company, employer] currently actively considering any IT investment totaling more than [small/local: \$10,000; medium/state: \$100,000; large/federal: \$1,000,000]?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Yes	36%	34%	48%	12%	45%	47%	52%	44%	44%
No	50%	51%	41%	81%	40%	33%	38%	43%	43%
I'm not sure	14%	14%	11%	8%	14%	19%	10%	13%	13%

Q19. Thinking about the following IT security threats, how concerned are you about each at your [company, organization]?

Note: % ranking threat as #1 (most concerned)

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
Internal threats	30%	30%	29%	30%	32%	29%	28%	34%	26%
Social networks	23%	23%	26%	29%	20%	19%	31%	18%	23%
Mobile devices	20%	20%	20%	21%	17%	20%	21%	18%	21%
Cloud computing	15%	16%	13%	12%	18%	18%	7%	20%	16%
Virtualization	11%	11%	12%	8%	13%	14%	12%	10%	13%

Q20. Compared to the previous two years, do you think information security at your [company, organization] is a greater priority, less of a priority, or about the same?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1054	765	289	252	256	257	81	104	104
A greater priority	48%	48%	50%	30%	56%	59%	38%	55%	71%
About the same	50%	50%	48%	68%	43%	39%	59%	44%	29%
Less of a priority	2%	2%	2%	2%	2%	2%	2%	1%	-