

	Overall	Corporate				Government				
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal	
IT MONITOR	72	73	62	76	79	69	68	65	75	
IT VALUE MONITOR	78	78	76	79	79	77	81	74	72	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	41%	41%	33%	45%	46%	37%	40%	25%	41%
	Somewhat effective	43%	43%	39%	43%	46%	51%	51%	61%	40%
	Neutral	12%	13%	23%	9%	6%	9%	10%	5%	12%
	Somewhat ineffective	3%	3%	4%	2%	2%	2%	-	6%	4%
	Very ineffective	0%	0%	1%	-	-	1%	-	3%	3%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	45%	45%	61%	42%	35%	45%	51%	42%	36%
	1 days	9%	9%	11%	10%	6%	12%	16%	4%	12%
	2 to 5 days	28%	28%	18%	34%	33%	27%	23%	38%	25%
	6+ days	18%	18%	10%	15%	26%	15%	10%	16%	26%
M3. Satisfaction with IT purchases in last six months	Very satisfied	41%	41%	42%	40%	40%	39%	42%	32%	36%
	Somewhat satisfied	44%	44%	33%	46%	51%	47%	47%	53%	41%
	Neutral	13%	13%	23%	10%	7%	10%	7%	11%	17%
	Somewhat dissatisfied	2%	2%	2%	4%	2%	3%	3%	4%	4%
	Very dissatisfied	0%	0%	0%	-	-	1%	1%	-	2%
M4. How much IT investment improves financial performance	Helps a lot	42%	41%	26%	43%	52%	51%	55%	43%	50%
	Helps a little	31%	32%	28%	36%	32%	21%	19%	25%	22%
	Neutral	22%	23%	38%	17%	13%	18%	21%	16%	16%
	Hurts a little	4%	4%	6%	3%	2%	8%	5%	10%	10%
	Hurts a lot	1%	1%	1%	-	0%	2%	-	7%	2%
IT GROWTH MONITOR	67	68	49	74	80	61	56	56	77	
M5. IT budget in next six months	Increase a lot	11%	12%	5%	13%	17%	2%	-	3%	7%
	Increase a little	36%	37%	23%	42%	46%	24%	16%	25%	41%
	Stay the same	43%	43%	62%	38%	31%	40%	44%	36%	36%
	Decrease a little	8%	6%	6%	6%	6%	25%	30%	25%	14%
	Decrease a lot	3%	2%	4%	2%	0%	8%	10%	11%	2%
M6. New hardware in next six months	Yes, for a significant part of the organization	29%	30%	11%	34%	44%	24%	21%	15%	39%
	Yes, for a minor part of the organization	37%	36%	24%	47%	42%	50%	49%	49%	51%
	No	33%	34%	66%	19%	15%	27%	30%	36%	9%
M7. New software in next six months	Yes, for a significant part of the organization	35%	35%	15%	39%	50%	27%	23%	21%	43%
	Yes, for a minor part of the organization	41%	40%	33%	45%	42%	48%	49%	46%	47%
	No	25%	25%	51%	15%	8%	25%	27%	33%	10%
M8. IT staffing next six months	Hiring additional	22%	23%	10%	21%	35%	14%	7%	12%	33%
	Staying at current levels	72%	72%	88%	73%	58%	70%	75%	70%	61%
	Reducing	6%	5%	2%	6%	7%	15%	18%	19%	7%