



**CDW IT Monitor  
Wave 22, Aug 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
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>
Increase a lot	8%	8%	5%	2%	12%	11%	5%	5%	7%
Increase a little	32%	33%	22%	20%	39%	40%	24%	19%	21%
Stay the same	47%	47%	49%	66%	39%	36%	56%	46%	36%
Decrease a little	9%	9%	17%	6%	8%	11%	11%	21%	23%
Decrease a lot	3%	3%	7%	5%	2%	2%	4%	10%	13%

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
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>
Much more	4%	4%	6%	2%	7%	4%	6%	7%	4%
Slightly more	28%	29%	22%	17%	31%	37%	22%	19%	24%
About the same	52%	52%	52%	62%	50%	45%	56%	50%	47%
Slightly less	11%	10%	14%	9%	10%	12%	12%	18%	15%
Much less	6%	6%	5%	10%	2%	3%	3%	7%	10%

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

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>859</b>	<b>604</b>	<b>255</b>	<b>146</b>	<b>223</b>	<b>235</b>	<b>64</b>	<b>99</b>	<b>92</b>
Replacing or upgrading existing IT hardware, software or solutions/services	68%	66%	82%	73%	62%	65%	86%	78%	77%
Purchasing new IT hardware, software or solutions/services	32%	34%	18%	27%	38%	35%	14%	22%	23%
I'm not sure (cases)	203	190	14	143	21	26	9	1	3

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

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>
Yes, for a significant part of the organization	32%	32%	28%	13%	39%	44%	21%	30%	39%
Yes, for a minor part of the organization	42%	41%	48%	31%	48%	46%	44%	54%	50%
No	27%	27%	24%	56%	13%	10%	35%	16%	10%

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

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>
Yes	50%	50%	52%	19%	62%	70%	48%	53%	61%
No	41%	41%	39%	71%	25%	24%	45%	39%	28%
I'm not sure	9%	9%	8%	10%	13%	6%	8%	8%	11%

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

Base: Purchase hardware in the next month

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>534</b>	<b>377</b>	<b>157</b>	<b>47</b>	<b>156</b>	<b>174</b>	<b>37</b>	<b>56</b>	<b>64</b>
Replacing or upgrading existing hardware	60%	58%	80%	51%	63%	57%	84%	82%	72%
Purchasing new hardware	40%	42%	20%	49%	37%	43%	16%	18%	28%
I'm not sure (cases)	2	1	1	1	-	-	1	-	0

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

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>534</b>	<b>376</b>	<b>158</b>	<b>48</b>	<b>154</b>	<b>174</b>	<b>38</b>	<b>55</b>	<b>65</b>
Desktops	66%	66%	68%	56%	65%	68%	68%	64%	71%
Data storage	63%	64%	52%	56%	66%	64%	47%	58%	54%
Notebooks/mobile devices	60%	62%	45%	56%	59%	64%	32%	58%	57%
Network communications	54%	54%	47%	42%	56%	56%	47%	42%	52%
Printers	50%	50%	41%	48%	57%	48%	32%	55%	46%
Video monitors	36%	37%	28%	35%	35%	37%	24%	31%	34%
Other	3%	3%	4%	2%	3%	3%	3%	4%	6%
I'm not sure (cases)	2	2	0	-	2	-	-	0	-

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

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>
Yes, for a significant part of the organization	36%	36%	30%	19%	44%	46%	21%	35%	44%
Yes, for a minor part of the organization	41%	41%	45%	37%	40%	45%	42%	47%	47%
No	23%	23%	25%	44%	16%	9%	36%	18%	9%

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

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>
Yes	45%	46%	42%	21%	57%	60%	31%	49%	57%
No	43%	42%	48%	65%	32%	28%	60%	39%	30%
I'm not sure	12%	12%	11%	14%	11%	12%	9%	12%	13%

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

Base: Purchase software in the next month

	Total	Overall			Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal	
<b>Cases</b>	<b>478</b>	<b>342</b>	<b>136</b>	<b>53</b>	<b>140</b>	<b>149</b>	<b>25</b>	<b>51</b>	<b>60</b>	
New software	31%	32%	23%	47%	24%	31%	28%	25%	15%	
Additional licenses or installations of existing software	22%	21%	30%	11%	29%	21%	24%	29%	38%	
Upgrades to existing software	47%	47%	47%	42%	47%	48%	48%	45%	47%	
I'm not sure (cases)	4	4	0	-	2	2	-	-	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).

	Total	Overall			Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal	
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>	
Increase a lot	8%	8%	10%	3%	12%	11%	11%	8%	11%	
Increase a little	34%	35%	24%	26%	39%	40%	24%	27%	22%	
Stay the same	41%	41%	42%	51%	37%	35%	48%	38%	35%	
Decrease a little	9%	9%	15%	5%	10%	11%	10%	20%	21%	
Decrease a lot	4%	4%	6%	6%	2%	2%	4%	6%	10%	
Does not apply	3%	3%	3%	8%	0%	1%	4%	2%	1%	

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).

	Total	Overall			Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal	
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>	
Much more	5%	5%	4%	1%	9%	6%	3%	3%	7%	
Slightly more	26%	27%	17%	14%	28%	37%	16%	15%	19%	
About the same	51%	50%	62%	58%	48%	45%	69%	58%	52%	
Slightly less	9%	9%	10%	8%	10%	10%	6%	14%	13%	
Much less	3%	3%	4%	6%	4%	1%	3%	5%	8%	
Does not apply	5%	5%	3%	12%	2%	1%	4%	5%	1%	

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	
<b>Cases</b>	<b>298</b>	<b>237</b>	<b>61</b>	<b>37</b>	<b>93</b>	<b>107</b>	<b>15</b>	<b>19</b>	<b>27</b>	
Security	59%	59%	48%	65%	57%	59%	33%	47%	70%	
Server/Storage/Client virtualization	56%	56%	61%	24%	68%	60%	67%	58%	56%	
Wireless/networking	52%	52%	44%	51%	43%	56%	40%	47%	48%	
Cloud computing	52%	52%	38%	35%	55%	56%	40%	26%	44%	
Managed services	39%	39%	35%	24%	39%	44%	40%	26%	33%	
Unified communications	35%	35%	26%	27%	33%	38%	27%	21%	30%	
Converged data centers	28%	28%	25%	8%	37%	30%	27%	32%	19%	
Other	1%	0%	3%	-	2%	-	7%	-	-	
Not sure (cases)	1	1	-	1	-	-	-	-	-	

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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	
<b>Cases</b>	<b>145</b>	<b>96</b>	<b>49</b>	<b>37</b>	<b>32</b>	<b>27</b>	<b>7</b>	<b>19</b>	<b>23</b>	
Wireless/networking	53%	53%	58%	59%	63%	41%	71%	58%	48%	
Managed services	47%	46%	55%	38%	50%	52%	71%	53%	43%	
Server/Storage/Client virtualization	44%	42%	63%	35%	56%	41%	71%	58%	61%	
Unified communications	36%	34%	49%	35%	41%	30%	71%	32%	43%	
Converged data centers	33%	32%	47%	24%	44%	33%	71%	32%	39%	
Cloud computing	28%	27%	35%	24%	44%	22%	43%	32%	30%	
Security	28%	28%	25%	30%	34%	22%	57%	11%	9%	
Other	2%	2%	-	3%	3%	-	-	-	-	
Not sure (cases)	1	1	0	-	1	-	-	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	
<b>Cases*</b>	<b>976</b>	<b>712</b>	<b>264</b>	<b>235</b>	<b>242</b>	<b>235</b>	<b>75</b>	<b>93</b>	<b>96</b>	
IT hardware (n=976)	57%	56%	62%	21%	67%	79%	53%	65%	77%	
IT software (n=971)	56%	56%	58%	31%	65%	72%	47%	65%	74%	
IT solutions/services (n=956)	55%	55%	57%	31%	61%	70%	51%	56%	71%	

\*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	
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>	
Hiring additional staff	18%	18%	10%	6%	24%	26%	8%	13%	12%	
Staying at current staffing levels	74%	73%	79%	89%	67%	63%	84%	77%	72%	
Reducing staff	9%	8%	11%	4%	9%	12%	9%	10%	16%	

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

	Total	Overall			Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal	
<b>Cases</b>	<b>1020</b>	<b>740</b>	<b>280</b>	<b>246</b>	<b>249</b>	<b>245</b>	<b>77</b>	<b>102</b>	<b>101</b>	
Gain additional IT staff	12%	12%	10%	2%	18%	18%	8%	8%	19%	
Stay at current staffing levels	78%	78%	70%	93%	71%	69%	73%	69%	67%	
Lose IT staff (for any reason)	10%	9%	19%	4%	10%	13%	19%	24%	14%	
I'm not sure (cases)	22	18	4	8	2	9	2	1	1	

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	
<b>Cases</b>	<b>173</b>	<b>140</b>	<b>33</b>	<b>16</b>	<b>60</b>	<b>64</b>	<b>6</b>	<b>14</b>	<b>13</b>	
Programmers, developers and engineers	59%	60%	36%	44%	62%	62%	17%	50%	46%	
Help desk and technical support	57%	57%	64%	50%	53%	59%	100%	36%	46%	
Analysts and technical specialists	56%	56%	53%	19%	58%	62%	67%	36%	54%	
Network, systems or database administrators	55%	55%	51%	44%	52%	59%	50%	43%	62%	
Project leaders and project managers	50%	51%	38%	31%	55%	53%	50%	21%	38%	
Senior management	28%	28%	18%	6%	28%	33%	17%	14%	23%	
Other	2%	2%	-	-	3%	2%	-	-	-	

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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
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>
Yes	32%	31%	42%	10%	40%	44%	42%	43%	39%
No	55%	57%	40%	81%	50%	40%	44%	35%	36%
I'm not sure	13%	12%	18%	9%	10%	16%	14%	22%	24%

Q19. To the best of your knowledge, what percentage of your [company, employer]'s employees use mobile devices for work-related tasks?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>
Less than 25%	20%	19%	31%	9%	27%	24%	31%	29%	32%
25 to 49%	19%	19%	22%	7%	22%	26%	26%	14%	21%
50 to 74%	18%	18%	15%	14%	21%	21%	14%	20%	13%
75 to 100%	29%	30%	19%	41%	25%	24%	12%	27%	27%
My [company, employer] does not use mobile devices for work-related tasks	14%	14%	13%	30%	6%	5%	16%	10%	7%
Refused	2	1	0	1	-	-	-	0	-
Mean	52.4	53.6	40.0	70.1	47.0	46.8	35.3	46.9	42.7
Median	50.0	50.0	30.0	80.0	45.0	40.0	25.0	50.0	30.0

Q19B. How likely is it that your [company, employer] will adopt the use of mobile devices for work purposes in the next six months?

Base: Company/Employer does not use mobile devices for work-related tasks

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>135</b>	<b>104</b>	<b>31</b>	<b>76</b>	<b>15</b>	<b>13</b>	<b>13</b>	<b>10</b>	<b>8</b>
Very likely	1%	1%	2%	-	-	8%	-	-	13%
Somewhat likely	23%	24%	16%	11%	40%	77%	8%	40%	25%
Not very likely	75%	75%	82%	89%	60%	15%	92%	60%	63%

Q20. Which is true of your [company, employer]'s mobile device use for work-related tasks?

Base: Those whose Company's/Employer's employees use mobile devices for work-related tasks

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>908</b>	<b>648</b>	<b>260</b>	<b>175</b>	<b>236</b>	<b>237</b>	<b>67</b>	<b>94</b>	<b>99</b>
We provide mobile devices to our employees	45%	45%	49%	29%	51%	51%	37%	56%	63%
Employees use their personal mobile devices	21%	22%	12%	43%	17%	11%	13%	15%	6%
Both	34%	33%	40%	28%	32%	37%	49%	29%	31%

Q20B. How would you describe the pressure from employees for allowing them to use their personal mobile devices for work-related tasks?

Base: Employees do not currently use personal mobile devices for work-related tasks

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
<b>Cases</b>	<b>569</b>	<b>398</b>	<b>171</b>	<b>127</b>	<b>136</b>	<b>135</b>	<b>38</b>	<b>63</b>	<b>70</b>
Demand is high	12%	12%	11%	1%	17%	17%	5%	16%	17%
Demand is moderate	37%	38%	33%	16%	43%	51%	34%	30%	33%
There is little demand	51%	50%	56%	83%	40%	32%	61%	54%	50%

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Q20C. How likely is it that your [company, employer] will allow the use of personal mobile devices for work-related tasks in the next six months?

Base: Employees do not currently use personal mobile devices for work-related tasks

	Total	Overall			Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal	
<b>Cases</b>	<b>569</b>	<b>398</b>	<b>171</b>	<b>127</b>	<b>136</b>	<b>135</b>	<b>38</b>	<b>63</b>	<b>70</b>	
Very likely	19%	19%	13%	12%	26%	21%	13%	13%	13%	
Somewhat likely	30%	30%	32%	22%	32%	35%	34%	38%	24%	
Not very likely	51%	51%	55%	67%	42%	44%	53%	49%	63%	

Q21. Thinking about your [company, employer]'s integration of personal mobile devices for work-related tasks, what do you feel are the challenges?

Base: Those whose Company's/Employer's employees use mobile devices for work-related tasks

	Total	Overall			Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal	
<b>Cases</b>	<b>908</b>	<b>648</b>	<b>260</b>	<b>175</b>	<b>236</b>	<b>237</b>	<b>67</b>	<b>94</b>	<b>99</b>	
Complexity of security protocols	51%	50%	54%	27%	47%	65%	42%	59%	72%	
Costs	47%	47%	44%	48%	42%	48%	46%	48%	36%	
Lack of adherence by employees	31%	31%	29%	14%	46%	35%	30%	29%	27%	
Support from senior management	22%	22%	18%	6%	23%	31%	15%	29%	15%	
Disruption to current efficiency	20%	21%	14%	14%	25%	23%	15%	11%	15%	
Lack of expertise within [company, employer]	19%	19%	20%	18%	19%	21%	25%	16%	15%	
No real challenges	13%	13%	15%	25%	11%	7%	22%	9%	5%	
Other	3%	3%	4%	2%	2%	3%	-	7%	8%	

Q22. In your opinion, what is the BIGGEST benefit to using mobile devices?

	Total	Overall			Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal	
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>	
Ability to work outside the office	44%	43%	50%	41%	45%	44%	48%	49%	58%	
Better client services and communications	28%	29%	18%	28%	31%	30%	20%	19%	13%	
Improved internal communication	15%	15%	13%	12%	14%	17%	14%	12%	14%	
Emergency access	13%	13%	18%	19%	10%	10%	19%	20%	15%	

Q23. How worried are you by the security risks inherent in mobile devices?

	Total	Overall			Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal	
<b>Cases</b>	<b>1045</b>	<b>753</b>	<b>292</b>	<b>252</b>	<b>251</b>	<b>250</b>	<b>80</b>	<b>105</b>	<b>107</b>	
<i>NET: WORRIED</i>	58%	58%	58%	44%	61%	68%	48%	69%	69%	
Very worried	15%	14%	16%	7%	12%	21%	8%	15%	36%	
Somewhat worried	43%	44%	41%	37%	49%	47%	40%	53%	33%	
<i>NET: NOT WORRIED</i>	42%	42%	42%	56%	39%	32%	52%	31%	31%	
Not too worried	34%	33%	36%	42%	34%	26%	45%	28%	26%	
Not at all worried	8%	8%	6%	14%	5%	6%	8%	4%	5%	

Q24. Does your [company, employer] have formal policies regarding the business use of personal mobile devices?

Base: Employees use personal mobile devices for work-related tasks

	Total	Overall			Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal	
<b>Cases</b>	<b>474</b>	<b>354</b>	<b>120</b>	<b>124</b>	<b>115</b>	<b>115</b>	<b>42</b>	<b>41</b>	<b>37</b>	
Yes	54%	54%	62%	24%	57%	77%	50%	73%	86%	
No	42%	43%	32%	74%	39%	18%	43%	24%	8%	
I don't know	4%	3%	6%	2%	4%	4%	7%	2%	5%	