

		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	78	79	74	74	72	76
IT VALUE MONITOR		78	78	76	78	79	77	82	73	76
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	40%	41%	32%	48%	46%	34%	34%	33%	38%
	Somewhat effective	45%	44%	43%	43%	46%	54%	55%	53%	51%
	Neutral	12%	12%	23%	6%	6%	7%	8%	9%	2%
	Somewhat ineffective	2%	2%	2%	2%	2%	4%	3%	5%	6%
	Very ineffective	1%	1%	0%	1%	0%	1%	-	1%	3%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	46%	47%	59%	38%	41%	40%	50%	30%	36%
	1 days	9%	9%	11%	10%	6%	12%	8%	15%	15%
	2 to 5 days	29%	29%	22%	35%	31%	29%	23%	38%	27%
	6+ days	16%	15%	7%	16%	22%	19%	19%	16%	22%
M3. Satisfaction with IT purchases in last six months	Very satisfied	43%	43%	41%	48%	42%	43%	49%	39%	36%
	Somewhat satisfied	42%	42%	34%	41%	49%	45%	39%	50%	51%
	Neutral	12%	13%	22%	8%	8%	7%	8%	6%	9%
	Somewhat dissatisfied	2%	2%	2%	1%	2%	3%	3%	5%	3%
	Very dissatisfied	1%	1%	1%	1%	-	1%	1%	-	1%
M4. How much IT investment improves financial performance	Helps a lot	43%	40%	24%	46%	51%	59%	64%	56%	55%
	Helps a little	26%	27%	25%	34%	25%	22%	23%	18%	26%
	Neutral	27%	29%	49%	16%	20%	10%	11%	12%	7%
	Hurts a little	4%	3%	2%	4%	4%	6%	-	12%	10%
	Hurts a lot	1%	0%	0%	1%	-	3%	3%	3%	2%
IT GROWTH MONITOR		68	68	50	77	79	70	66	72	75
M5. IT budget in next six months	Increase a lot	12%	12%	6%	13%	16%	10%	11%	8%	11%
	Increase a little	37%	38%	25%	45%	45%	30%	23%	36%	38%
	Stay the same	42%	43%	61%	35%	31%	40%	46%	32%	40%
	Decrease a little	7%	6%	5%	6%	7%	16%	19%	15%	8%
	Decrease a lot	2%	2%	3%	2%	1%	5%	1%	10%	3%
M6. New hardware in next six months	Yes, for a significant part of the organization	27%	28%	10%	30%	41%	25%	26%	23%	27%
	Yes, for a minor part of the organization	43%	41%	30%	54%	44%	57%	51%	62%	63%
	No	30%	31%	61%	16%	15%	18%	23%	15%	10%
M7. New software in next six months	Yes, for a significant part of the organization	30%	30%	12%	38%	41%	27%	24%	28%	32%
	Yes, for a minor part of the organization	44%	42%	34%	48%	47%	56%	55%	58%	54%
	No	26%	28%	54%	14%	12%	17%	20%	14%	15%
M8. IT staffing next six months	Hiring additional	24%	25%	7%	28%	38%	14%	4%	21%	23%
	Staying at current levels	71%	70%	90%	68%	56%	79%	89%	73%	68%
	Reducing	5%	5%	3%	4%	6%	7%	7%	6%	9%