

CDW IT Monitor April 2008

Wave 3 (March 27-April 4)

	Overall	Corporate				Government				
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal	
IT MONITOR	72	72	62	73	79	71	72	70	74	
IT VALUE MONITOR	76	76	74	75	77	75	78	74	72	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	38%	38%	28%	37%	47%	34%	35%	31%	38%
	Somewhat effective	45%	44%	40%	51%	45%	50%	51%	54%	41%
	Neutral	13%	14%	27%	8%	5%	10%	9%	8%	16%
	Somewhat ineffective	3%	3%	5%	3%	2%	5%	4%	5%	6%
	Very ineffective	1%	1%	1%	1%	0%	2%	1%	3%	-
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	43%	44%	61%	36%	34%	36%	39%	31%	36%
	1 days	8%	8%	8%	10%	7%	10%	11%	10%	6%
	2 to 5 days	29%	28%	23%	34%	30%	33%	30%	34%	36%
	6+ days	20%	20%	9%	20%	29%	22%	19%	26%	23%
M3. Satisfaction with IT purchases in last six months	Very satisfied	40%	40%	37%	41%	42%	37%	41%	31%	41%
	Somewhat satisfied	42%	41%	34%	41%	46%	51%	51%	56%	42%
	Neutral	16%	16%	27%	14%	9%	9%	6%	11%	13%
	Somewhat dissatisfied	3%	3%	2%	4%	3%	3%	3%	2%	5%
	Very dissatisfied	0%	0%	0%	0%	-	0%	-	1%	-
M4. How much IT investment improves financial performance	Helps a lot	40%	37%	20%	42%	49%	57%	59%	56%	51%
	Helps a little	28%	28%	25%	31%	30%	24%	24%	25%	20%
	Neutral	27%	29%	48%	23%	17%	10%	6%	11%	16%
	Hurts a little	5%	4%	6%	3%	4%	8%	9%	7%	11%
	Hurts a lot	1%	0%	0%	0%	0%	2%	1%	2%	2%
IT GROWTH MONITOR	68	68	51	70	80	67	66	66	75	
M5. IT budget in next six months	Increase a lot	12%	13%	4%	13%	20%	6%	8%	5%	7%
	Increase a little	37%	37%	25%	41%	45%	34%	39%	27%	37%
	Stay the same	42%	42%	60%	39%	28%	42%	37%	45%	48%
	Decrease a little	7%	6%	6%	6%	5%	12%	10%	18%	6%
	Decrease a lot	2%	2%	4%	2%	0%	5%	6%	5%	3%
M6. New hardware in next six months	Yes, for a significant part of the organization	27%	28%	14%	28%	38%	24%	24%	21%	32%
	Yes, for a minor part of the organization	42%	41%	27%	44%	50%	54%	51%	57%	57%
	No	31%	32%	59%	28%	12%	21%	25%	22%	11%
M7. New software in next six months	Yes, for a significant part of the organization	31%	31%	17%	32%	42%	27%	27%	24%	36%
	Yes, for a minor part of the organization	42%	41%	34%	43%	45%	49%	43%	57%	50%
	No	27%	28%	49%	25%	12%	23%	30%	19%	15%
M8. IT staffing next six months	Hiring additional	22%	23%	6%	21%	37%	15%	13%	13%	23%
	Staying at current levels	73%	72%	91%	75%	57%	77%	80%	77%	71%
	Reducing	5%	4%	3%	4%	6%	8%	8%	11%	6%