

	Overall	Corporate			Government					
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal	
IT MONITOR	72	72	63	77	78	69	67	69	74	
IT VALUE MONITOR	77	77	78	76	77	75	75	73	76	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	41%	42%	34%	44%	48%	32%	27%	35%	40%
	Somewhat effective	42%	41%	40%	44%	41%	54%	59%	51%	45%
	Neutral	12%	13%	24%	8%	7%	9%	7%	10%	10%
	Somewhat ineffective	3%	3%	2%	4%	4%	5%	6%	5%	4%
	Very ineffective	1%	1%	1%	1%	0%	0%	-	-	1%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	44%	44%	63%	31%	35%	42%	46%	37%	41%
	1 days	10%	10%	10%	9%	10%	12%	12%	13%	12%
	2 to 5 days	27%	27%	20%	37%	29%	29%	28%	31%	29%
	6+ days	19%	19%	8%	23%	26%	16%	14%	20%	18%
M3. Satisfaction with IT purchases in last six months	Very satisfied	44%	44%	46%	40%	45%	38%	41%	34%	37%
	Somewhat satisfied	40%	40%	34%	48%	41%	45%	43%	45%	47%
	Neutral	13%	13%	18%	9%	11%	13%	12%	14%	15%
	Somewhat dissatisfied	3%	3%	2%	2%	3%	3%	2%	6%	1%
	Very dissatisfied	1%	1%	1%	0%	0%	1%	1%	1%	-
M4. How much IT investment improves financial performance	Helps a lot	44%	44%	30%	45%	55%	44%	37%	55%	50%
	Helps a little	27%	27%	23%	36%	27%	24%	27%	17%	23%
	Neutral	23%	24%	42%	14%	14%	16%	17%	14%	16%
	Hurts a little	4%	4%	5%	4%	3%	11%	14%	8%	9%
	Hurts a lot	1%	1%	0%	1%	2%	4%	5%	6%	2%
IT GROWTH MONITOR	68	68	49	77	80	64	60	66	73	
M5. IT budget in next six months	Increase a lot	11%	11%	4%	9%	18%	6%	1%	9%	12%
	Increase a little	37%	38%	22%	50%	45%	23%	21%	20%	30%
	Stay the same	41%	41%	60%	34%	29%	43%	44%	38%	45%
	Decrease a little	8%	7%	10%	5%	6%	22%	27%	20%	11%
	Decrease a lot	3%	2%	4%	1%	2%	7%	6%	13%	2%
M6. New hardware in next six months	Yes, for a significant part of the organization	28%	29%	8%	31%	44%	20%	14%	25%	27%
	Yes, for a minor part of the organization	41%	39%	29%	53%	42%	59%	62%	56%	57%
	No	31%	32%	63%	16%	14%	21%	25%	19%	15%
M7. New software in next six months	Yes, for a significant part of the organization	35%	36%	15%	36%	52%	25%	19%	33%	31%
	Yes, for a minor part of the organization	41%	39%	35%	52%	37%	56%	59%	52%	54%
	No	24%	25%	50%	12%	10%	19%	22%	15%	15%
M8. IT staffing next six months	Hiring additional	22%	23%	6%	23%	35%	11%	4%	16%	20%
	Staying at current levels	73%	73%	90%	74%	59%	73%	77%	64%	73%
	Reducing	5%	4%	3%	3%	6%	17%	20%	19%	7%