

		Overall	Corporate			Government				
			Corporate	Employees	Employees	Employees	Overall Gov't	Local	State	Federal
<b>IT MONITOR</b>		70	70	61	72	76	68	66	67	76
<b>IT VALUE MONITOR</b>		77	77	74	78	78	75	74	76	77
<b>M1. Overall IT effectiveness in achieving company mission and goals</b>	Very effective	35%	36%	26%	39%	42%	31%	28%	34%	35%
	Somewhat effective	49%	49%	46%	53%	48%	50%	47%	54%	50%
	Neutral	12%	12%	22%	6%	8%	12%	16%	9%	10%
	Somewhat ineffective	3%	3%	5%	1%	2%	5%	7%	4%	6%
	Very ineffective	1%	1%	1%	1%	0%	1%	1%	-	-
<b>M2. Number of days in last six months that IT problems disrupted customer needs</b>	0 days	46%	46%	58%	41%	39%	44%	45%	43%	42%
	1 days	8%	8%	8%	9%	8%	8%	4%	13%	9%
	2 to 5 days	29%	29%	24%	35%	29%	29%	28%	31%	25%
	6+ days	17%	17%	9%	15%	23%	20%	23%	13%	23%
<b>M3. Satisfaction with IT purchases in last six months</b>	Very satisfied	41%	41%	40%	44%	42%	37%	39%	33%	39%
	Somewhat satisfied	42%	42%	35%	45%	46%	41%	34%	48%	46%
	Neutral	14%	14%	22%	9%	9%	18%	20%	16%	14%
	Somewhat dissatisfied	2%	2%	2%	1%	3%	2%	3%	3%	1%
	Very dissatisfied	1%	0%	1%	1%	-	2%	4%	-	-
<b>M4. How much IT investment improves financial performance</b>	Helps a lot	40%	38%	24%	37%	50%	52%	51%	50%	59%
	Helps a little	27%	28%	23%	31%	29%	25%	27%	24%	21%
	Neutral	27%	29%	46%	27%	15%	12%	12%	11%	12%
	Hurts a little	5%	4%	6%	4%	4%	9%	8%	12%	7%
	Hurts a lot	1%	1%	1%	1%	1%	2%	1%	4%	2%
<b>IT GROWTH MONITOR</b>		63	63	47	66	74	61	58	58	76
<b>M5. IT budget in next six months</b>	Increase a lot	7%	7%	1%	9%	12%	6%	5%	4%	10%
	Increase a little	30%	31%	18%	32%	41%	23%	19%	19%	38%
	Stay the same	47%	48%	67%	44%	35%	38%	39%	38%	38%
	Decrease a little	12%	11%	10%	12%	10%	23%	26%	26%	9%
	Decrease a lot	3%	2%	4%	2%	2%	10%	11%	13%	4%
<b>M6. New hardware in next six months</b>	Yes, for a significant part of the organization	22%	22%	8%	23%	33%	23%	26%	15%	29%
	Yes, for a minor part of the organization	42%	41%	29%	49%	47%	52%	46%	55%	60%
	No	35%	37%	63%	28%	19%	26%	28%	30%	11%
<b>M7. New software in next six months</b>	Yes, for a significant part of the organization	29%	28%	15%	28%	38%	33%	30%	31%	44%
	Yes, for a minor part of the organization	42%	42%	34%	46%	47%	43%	45%	42%	43%
	No	29%	30%	51%	26%	14%	24%	26%	27%	13%
<b>M8. IT staffing next six months</b>	Hiring additional	17%	18%	4%	18%	28%	10%	4%	12%	22%
	Staying at current levels	75%	76%	92%	76%	62%	74%	76%	72%	73%
	Reducing	8%	7%	4%	7%	10%	16%	20%	16%	5%