

	Overall	Corporate				Government				
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal	
IT MONITOR	72	73	65	75	78	68	69	63	75	
IT VALUE MONITOR	77	78	77	77	79	73	76	67	75	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	42%	43%	34%	45%	49%	39%	46%	34%	34%
	Somewhat effective	41%	41%	36%	46%	42%	44%	39%	46%	53%
	Neutral	13%	13%	27%	8%	5%	8%	8%	8%	9%
	Somewhat ineffective	3%	2%	2%	1%	3%	8%	7%	11%	4%
	Very ineffective	1%	1%	2%	0%	1%	1%	-	2%	1%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	45%	46%	63%	37%	37%	37%	45%	27%	38%
	1 days	9%	8%	7%	12%	8%	10%	8%	15%	8%
	2 to 5 days	29%	29%	21%	29%	36%	30%	29%	31%	33%
	6+ days	17%	16%	8%	22%	20%	22%	18%	27%	21%
M3. Satisfaction with IT purchases in last six months	Very satisfied	44%	44%	45%	45%	44%	40%	49%	32%	37%
	Somewhat satisfied	40%	40%	28%	43%	47%	41%	37%	45%	42%
	Neutral	14%	14%	25%	12%	6%	15%	13%	16%	17%
	Somewhat dissatisfied	2%	2%	2%	-	2%	3%	-	6%	3%
	Very dissatisfied	1%	0%	0%	0%	0%	1%	1%	2%	1%
M4. How much IT investment improves financial performance	Helps a lot	42%	42%	27%	43%	52%	47%	46%	48%	47%
	Helps a little	28%	28%	26%	29%	30%	24%	25%	20%	29%
	Neutral	25%	26%	43%	22%	14%	13%	13%	12%	15%
	Hurts a little	4%	3%	3%	5%	3%	11%	11%	13%	8%
	Hurts a lot	1%	0%	0%	-	0%	5%	5%	8%	1%
IT GROWTH MONITOR	67	68	52	72	78	63	61	58	75	
M5. IT budget in next six months	Increase a lot	10%	10%	3%	13%	15%	4%	5%	2%	5%
	Increase a little	37%	38%	27%	39%	46%	25%	22%	21%	38%
	Stay the same	41%	42%	61%	38%	28%	37%	39%	31%	42%
	Decrease a little	9%	7%	5%	7%	9%	24%	22%	32%	11%
	Decrease a lot	4%	3%	5%	4%	2%	10%	11%	14%	4%
M6. New hardware in next six months	Yes, for a significant part of the organization	28%	28%	13%	34%	39%	20%	21%	18%	20%
	Yes, for a minor part of the organization	41%	39%	27%	44%	46%	57%	57%	53%	66%
	No	32%	33%	60%	22%	15%	23%	22%	28%	13%
M7. New software in next six months	Yes, for a significant part of the organization	35%	36%	18%	40%	48%	28%	29%	24%	34%
	Yes, for a minor part of the organization	41%	40%	39%	41%	39%	49%	43%	53%	55%
	No	24%	25%	43%	19%	13%	22%	28%	22%	12%
M8. IT staffing next six months	Hiring additional	21%	22%	7%	24%	34%	13%	11%	8%	28%
	Staying at current levels	71%	71%	91%	69%	57%	72%	75%	74%	64%
	Reducing	7%	6%	3%	7%	9%	15%	14%	18%	8%