

	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	75	79	69	67	68	75	
IT VALUE MONITOR	77	77	78	76	77	74	73	73	75	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	38%	38%	32%	44%	41%	37%	38%	34%	37%
	Somewhat effective	47%	47%	42%	47%	50%	46%	41%	56%	47%
	Neutral	12%	12%	21%	7%	7%	10%	12%	6%	9%
	Somewhat ineffective	3%	3%	4%	2%	2%	7%	9%	4%	6%
	Very ineffective	1%	1%	2%	0%	-	1%	-	1%	2%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	43%	43%	66%	31%	30%	37%	36%	35%	39%
	1 days	11%	11%	8%	16%	12%	10%	11%	12%	6%
	2 to 5 days	29%	29%	19%	34%	34%	28%	30%	28%	23%
	6+ days	18%	17%	8%	19%	24%	26%	23%	25%	32%
M3. Satisfaction with IT purchases in last six months	Very satisfied	42%	42%	46%	43%	39%	42%	47%	35%	39%
	Somewhat satisfied	42%	42%	33%	42%	50%	36%	31%	39%	42%
	Neutral	14%	13%	19%	14%	9%	16%	16%	19%	13%
	Somewhat dissatisfied	2%	2%	2%	1%	3%	5%	5%	6%	4%
	Very dissatisfied	0%	0%	0%	-	-	0%	-	-	2%
M4. How much IT investment improves financial performance	Helps a lot	44%	44%	25%	51%	55%	52%	53%	55%	50%
	Helps a little	29%	29%	29%	27%	31%	24%	24%	20%	26%
	Neutral	23%	23%	42%	19%	11%	16%	18%	10%	18%
	Hurts a little	3%	3%	3%	3%	3%	5%	3%	10%	4%
	Hurts a lot	1%	1%	1%	0%	1%	3%	3%	5%	3%
IT GROWTH MONITOR	67	67	46	75	81	65	61	63	75	
M5. IT budget in next six months	Increase a lot	10%	10%	2%	13%	16%	7%	4%	9%	12%
	Increase a little	38%	39%	22%	42%	51%	28%	23%	25%	43%
	Stay the same	42%	43%	65%	37%	29%	32%	32%	30%	31%
	Decrease a little	7%	5%	7%	7%	3%	27%	32%	28%	13%
	Decrease a lot	3%	2%	4%	2%	1%	6%	8%	8%	1%
M6. New hardware in next six months	Yes, for a significant part of the organization	29%	29%	8%	32%	43%	28%	23%	29%	37%
	Yes, for a minor part of the organization	39%	39%	25%	49%	44%	49%	51%	45%	48%
	No	32%	33%	66%	19%	12%	23%	26%	26%	16%
M7. New software in next six months	Yes, for a significant part of the organization	33%	33%	14%	38%	47%	32%	28%	31%	41%
	Yes, for a minor part of the organization	40%	39%	33%	47%	41%	49%	53%	47%	42%
	No	26%	27%	54%	16%	11%	19%	19%	22%	17%
M8. IT staffing next six months	Hiring additional	21%	22%	2%	24%	37%	15%	8%	15%	29%
	Staying at current levels	74%	74%	95%	71%	58%	73%	76%	74%	66%
	Reducing	5%	5%	3%	5%	5%	12%	16%	11%	5%