

	Overall	Corporate				Government				
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal	
IT MONITOR	72	72	61	75	79	70	70	69	73	
IT VALUE MONITOR	76	76	74	76	78	73	74	73	72	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	38%	39%	29%	47%	43%	29%	20%	36%	37%
	Somewhat effective	45%	44%	42%	40%	47%	54%	66%	46%	41%
	Neutral	14%	14%	25%	9%	8%	11%	9%	12%	14%
	Somewhat ineffective	3%	2%	3%	3%	1%	5%	4%	6%	7%
	Very ineffective	1%	0%	1%	0%	-	1%	1%	1%	2%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	39%	40%	54%	35%	31%	33%	36%	31%	33%
	1 days	10%	10%	12%	8%	10%	8%	5%	11%	12%
	2 to 5 days	31%	30%	24%	39%	31%	32%	30%	37%	29%
	6+ days	20%	19%	10%	18%	28%	26%	29%	22%	26%
M3. Satisfaction with IT purchases in last six months	Very satisfied	42%	42%	38%	45%	44%	36%	33%	36%	45%
	Somewhat satisfied	41%	41%	38%	41%	43%	44%	47%	45%	35%
	Neutral	14%	14%	19%	11%	11%	14%	13%	14%	15%
	Somewhat dissatisfied	2%	2%	3%	2%	1%	5%	7%	4%	5%
	Very dissatisfied	1%	1%	1%	1%	0%	1%	-	1%	1%
M4. How much IT investment improves financial performance	Helps a lot	43%	41%	21%	46%	55%	53%	51%	55%	53%
	Helps a little	30%	30%	30%	30%	31%	26%	28%	26%	24%
	Neutral	23%	24%	44%	19%	11%	10%	12%	7%	12%
	Hurts a little	4%	3%	4%	4%	2%	8%	8%	11%	5%
	Hurts a lot	1%	1%	2%	1%	0%	2%	1%	2%	6%
IT GROWTH MONITOR	68	68	48	75	80	68	67	65	75	
M5. IT budget in next six months	Increase a lot	12%	12%	5%	14%	16%	8%	7%	7%	14%
	Increase a little	37%	39%	25%	45%	47%	27%	24%	27%	34%
	Stay the same	39%	39%	57%	33%	28%	42%	46%	37%	41%
	Decrease a little	9%	8%	8%	6%	8%	19%	20%	22%	10%
	Decrease a lot	3%	3%	5%	2%	1%	5%	4%	8%	2%
M6. New hardware in next six months	Yes, for a significant part of the organization	28%	29%	11%	31%	41%	25%	18%	26%	37%
	Yes, for a minor part of the organization	40%	38%	25%	49%	45%	57%	63%	52%	52%
	No	31%	33%	64%	20%	14%	18%	18%	22%	11%
M7. New software in next six months	Yes, for a significant part of the organization	31%	31%	12%	34%	45%	31%	25%	34%	40%
	Yes, for a minor part of the organization	44%	43%	35%	50%	47%	51%	58%	45%	47%
	No	25%	26%	53%	17%	9%	18%	17%	21%	14%
M8. IT staffing next six months	Hiring additional	22%	23%	4%	23%	39%	14%	11%	13%	21%
	Staying at current levels	72%	72%	93%	73%	54%	75%	76%	76%	69%
	Reducing	6%	5%	3%	4%	7%	12%	13%	11%	10%