

	Overall	Corporate				Government				
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal	
IT MONITOR	70	70	63	73	74	70	69	66	77	
IT VALUE MONITOR	76	76	75	76	77	77	78	74	78	
M1. Overall IT effectiveness in achieving company mission and goals	Very effective	39%	40%	31%	39%	46%	37%	35%	39%	38%
	Somewhat effective	44%	44%	40%	51%	44%	49%	51%	46%	49%
	Neutral	12%	13%	23%	8%	6%	8%	9%	6%	7%
	Somewhat ineffective	3%	3%	4%	2%	3%	5%	4%	8%	5%
	Very ineffective	1%	1%	2%	-	1%	1%	1%	2%	1%
M2. Number of days in last six months that IT problems disrupted customer needs	0 days	45%	45%	60%	34%	38%	44%	51%	39%	37%
	1 days	11%	11%	11%	13%	10%	10%	12%	8%	12%
	2 to 5 days	28%	28%	20%	35%	31%	29%	27%	31%	28%
	6+ days	16%	16%	9%	18%	22%	17%	11%	22%	23%
M3. Satisfaction with IT purchases in last six months	Very satisfied	42%	42%	41%	40%	45%	43%	52%	37%	32%
	Somewhat satisfied	39%	38%	30%	47%	41%	41%	33%	44%	55%
	Neutral	16%	16%	26%	10%	12%	12%	12%	14%	8%
	Somewhat dissatisfied	2%	2%	2%	3%	2%	2%	1%	3%	4%
	Very dissatisfied	1%	1%	1%	1%	0%	1%	1%	2%	1%
M4. How much IT investment improves financial performance	Helps a lot	40%	38%	23%	44%	47%	54%	51%	56%	57%
	Helps a little	29%	30%	28%	31%	31%	22%	20%	20%	31%
	Neutral	25%	27%	45%	19%	16%	14%	20%	10%	7%
	Hurts a little	4%	4%	4%	5%	4%	5%	5%	8%	2%
	Hurts a lot	1%	1%	0%	0%	1%	5%	4%	7%	2%
IT GROWTH MONITOR	63	63	50	69	71	62	61	58	75	
M5. IT budget in next six months	Increase a lot	6%	6%	2%	11%	8%	5%	1%	5%	13%
	Increase a little	31%	33%	21%	38%	40%	20%	17%	15%	38%
	Stay the same	48%	49%	66%	42%	38%	43%	48%	40%	35%
	Decrease a little	11%	9%	7%	8%	11%	24%	29%	25%	12%
	Decrease a lot	4%	3%	4%	1%	3%	8%	4%	15%	2%
M6. New hardware in next six months	Yes, for a significant part of the organization	22%	22%	8%	26%	33%	16%	11%	18%	27%
	Yes, for a minor part of the organization	45%	43%	34%	49%	48%	60%	67%	52%	57%
	No	33%	35%	59%	25%	19%	24%	23%	30%	16%
M7. New software in next six months	Yes, for a significant part of the organization	27%	28%	14%	28%	38%	26%	20%	28%	39%
	Yes, for a minor part of the organization	45%	44%	39%	48%	47%	52%	59%	47%	47%
	No	27%	28%	47%	24%	15%	21%	21%	26%	14%
M8. IT staffing next six months	Hiring additional	12%	12%	3%	17%	16%	11%	4%	11%	27%
	Staying at current levels	80%	81%	94%	77%	72%	75%	80%	70%	70%
	Reducing	8%	8%	3%	6%	12%	14%	16%	18%	3%