

	Overall	Corporate			Government			
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State
Overall company performance in 2009 vs. 2008	2009 has been much better	8%	8%	10%	7%	6%	5%	10%
	2009 has been somewhat better	36%	36%	26%	31%	40%	37%	54%
	Same	28%	27%	31%	31%	36%	45%	24%
	2009 was somewhat worse	22%	23%	21%	26%	16%	11%	10%
	2009 was much worse	6%	7%	13%	3%	2%	1%	2%
Expected company performance in 2010	Much better than 2009	17%	18%	17%	18%	6%	3%	12%
	Somewhat better than 2009	49%	50%	46%	51%	40%	37%	54%
	About the same	29%	27%	31%	28%	45%	52%	29%
	Somewhat worse than 2009	4%	4%	4%	3%	6%	5%	5%
	Much worse than 2009	1%	1%	2%	-	3%	3%	1%
2010 priorities (multiple select)	Managing operational costs	50%	49%	34%	53%	56%	60%	41%
	Growing market share	39%	44%	40%	45%	3%	1%	5%
	Technology improvements	37%	36%	20%	42%	43%	41%	47%
	Employee recruitment and retention	15%	15%	6%	20%	13%	5%	26%
	Workforce performance	35%	33%	26%	38%	44%	45%	44%
	New products/services	28%	30%	29%	30%	14%	8%	18%
	Process improvements, streamlined product/service delivery	36%	34%	23%	35%	53%	48%	56%
	Improving customer satisfaction	42%	42%	32%	48%	44%	45%	36%
	Acquiring or merging with another company/organization	7%	8%	2%	7%	4%	4%	5%
	Business intelligence capabilities	18%	19%	7%	23%	13%	8%	18%
	Other priorities	1%	1%	2%	-	0%	-	2%
Not sure [exclusive select]	5%	5%	11%	1%	5%	7%	5%	
The one most important priority in 2010 (single select)	Managing operational costs	20%	19%	13%	22%	31%	37%	12%
	Growing market share	19%	22%	27%	22%	1%	-	2%
	Technology improvements	10%	10%	6%	10%	9%	8%	14%
	Employee recruitment and retention	2%	2%	1%	2%	2%	-	6%
	Workforce performance	7%	7%	8%	8%	10%	9%	17%
	New products/services	8%	9%	12%	6%	2%	1%	3%
	Process improvements, streamlined product/service delivery	10%	8%	6%	7%	21%	17%	23%
	Improving customer satisfaction	12%	12%	11%	13%	14%	16%	11%
	Acquiring or merging with another company/organization	1%	1%	-	1%	1%	1%	1%
	Business intelligence capabilities	3%	4%	1%	5%	1%	1%	5%
	Other priorities	1%	1%	3%	0%	1%	-	2%
Not sure	6%	6%	12%	4%	6%	8%	6%	
Top three ways IT will help the organization during the economic recovery (multiple select)	Enable long-term strategic growth	28%	30%	26%	27%	15%	11%	20%
	Facilitate the flow of information within the organization	39%	38%	32%	45%	50%	52%	53%
	Help increase organizational productivity	49%	48%	44%	47%	52%	56%	42%
	Improve organizational processes	39%	38%	36%	37%	45%	45%	49%
	Maintain information systems and technology resources	43%	42%	45%	48%	52%	45%	46%
	Reduce operational costs through improved IT efficiency	49%	49%	38%	49%	52%	45%	55%
	Other	1%	1%	2%	1%	1%	1%	1%
	None of the above [exclusive select]	2%	2%	2%	2%	2%	2%	2%
Steps expect to take in 2010 in light of the economic crisis (multiple select)	Make infrastructure upgrades	33%	33%	17%	36%	37%	29%	54%
	Hire additional IT staff	11%	11%	4%	15%	10%	5%	24%
	Implement discretionary IT projects	21%	20%	9%	22%	24%	21%	23%
	Outsource more IT functions	10%	11%	3%	10%	9%	7%	12%
	Renegotiate IT vendor contracts	24%	23%	6%	24%	29%	32%	30%
	Reduce IT staff	7%	7%	2%	5%	10%	8%	4%
	Increase purchases of new hardware	22%	23%	17%	25%	17%	16%	28%
	Increase purchases of new software	25%	26%	23%	29%	16%	16%	24%
	Other	2%	1%	1%	0%	3%	3%	3%
	None of the above [exclusive select]	22%	23%	40%	14%	18%	20%	13%
Not sure [exclusive select]	10%	10%	16%	10%	7%	9%	5%	
IT priorities for 2010 (multiple select)	Cloud computing	13%	14%	6%	14%	8%	7%	12%
	Energy efficient/"green" IT	29%	29%	15%	34%	28%	24%	31%
	Information security	46%	44%	33%	48%	60%	49%	72%
	Mobility/mobile devices	28%	29%	25%	32%	23%	25%	23%
	Remote conferencing	21%	21%	12%	27%	20%	16%	26%
	Social media applications	14%	14%	12%	12%	10%	12%	13%
	Virtualization	26%	25%	8%	29%	31%	28%	35%
	Web 2.0	12%	12%	5%	14%	16%	16%	17%
	None of the above [exclusive select]	21%	22%	40%	14%	14%	17%	8%

	Overall	Corporate			Government					
		Overall Corporate	1-99 Employees	100-999 Employees	1,000+ Employees	Overall Gov't	Local	State	Federal	
Overall company performance in 2007 vs. 2006	2007 has been much better	14%	13%	14%	15%	12%	12%	10%	18%	
	2007 has been somewhat better	38%	37%	35%	38%	46%	43%	56%	34%	
	Same	27%	26%	26%	22%	32%	36%	24%	37%	
	2007 was somewhat worse	17%	18%	20%	21%	9%	10%	8%	11%	
	2007 was much worse	4%	5%	5%	5%	1%	-	2%	-	
<i>Question not asked in 2007</i>										
2008 priorities (multiple select)	Managing operational costs	42%	43%	26%	48%	54%	35%	37%	35%	31%
	Growing market share	41%	47%	40%	52%	50%	2%	1%	4%	-
	Technology improvements	28%	27%	14%	34%	35%	35%	33%	32%	43%
	Employee recruitment and retention	25%	24%	14%	27%	31%	30%	30%	27%	36%
	Workforce performance	25%	24%	15%	28%	30%	32%	33%	29%	36%
	New products/services	27%	29%	28%	30%	29%	13%	13%	12%	16%
	Process improvements, streamlined product/service delivery	37%	37%	24%	39%	46%	37%	26%	51%	38%
	Improving customer satisfaction	36%	37%	29%	41%	41%	34%	33%	36%	30%
	Acquiring or merging with another company/organization	10%	11%	2%	14%	16%	2%	-	5%	1%
	Business intelligence capabilities	14%	15%	9%	14%	21%	8%	5%	10%	10%
	Other priorities	3%	3%	4%	2%	3%	5%	5%	7%	-
	Not sure [exclusive select]	8%	8%	14%	4%	5%	6%	5%	5%	9%
The one most important 2008 priority (single select)	Managing operational costs	15%	14%	10%	17%	17%	18%	21%	16%	13%
	Growing market share	22%	25%	25%	30%	22%	0%	-	1%	-
	Technology improvements	6%	5%	4%	6%	6%	11%	11%	10%	14%
	Employee recruitment and retention	7%	7%	6%	7%	7%	11%	17%	2%	14%
	Workforce performance	5%	4%	6%	2%	3%	13%	13%	13%	13%
	New products/services	8%	9%	11%	9%	7%	3%	1%	4%	6%
	Process improvements, streamlined product/service delivery	11%	9%	7%	9%	11%	20%	14%	26%	22%
	Improving customer satisfaction	11%	11%	11%	6%	13%	12%	11%	16%	8%
	Acquiring or merging with another company/organization	3%	3%	0%	6%	5%	-	-	-	-
	Business intelligence capabilities	1%	1%	0%	2%	1%	2%	1%	2%	3%
	Other priorities	2%	2%	4%	2%	1%	4%	4%	6%	-
	Not sure	9%	10%	16%	5%	7%	6%	6%	5%	9%
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