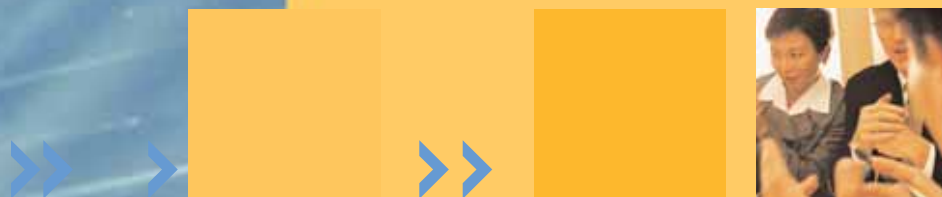


HIMSS

LEADERSHIP SURVEY

February 23, 2004



HEALTHCARE CIO RESULTS: QUESTIONNAIRE INDEX

15th Annual HIMSS Leadership Survey

Sponsored by Superior Consultant Company

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Participant Profile

Question 1

Which title best describes the position that you hold at your organization?
(Please select only one).

| | |
|--|--------|
| Corporate CIO/Director of IS | 70.60% |
| Facility CIO/Director of IS | 21.90% |
| Department Head/Director | 3.60% |
| Senior Staff (e.g. Senior Network Analyst) | 0.00% |
| Manager (e.g. Project Manager) | 1.00% |
| Staff (e.g. Applications Analyst) | 0.00% |
| Other (Please specify) | 2.90% |

Question 2

Which of the following best describes the type of healthcare organization for which you work?
(Please select only one).

| | |
|---|--------|
| Health Care System (employed at corporate level of multi-hospital system) | 37.90% |
| Hospital as part of a Multi-Hospital System/Network | 14.40% |
| Stand-Alone Hospital | 33.70% |
| Ambulatory Care Facility | 1.60% |
| Physician Office/Clinic | 5.20% |
| Mental/Behavioral Health Facility | 0.70% |
| Long-Term Care/Skilled Nursing Facility | 1.30% |
| Alternate Healthcare Facility (i.e. Home Health Agency) | 1.90% |
| Other (Please Specify) | 4.20% |
| Don't Know | 0.00% |

Question 3

For how many hospitals do you oversee the information technology decisions?

| | |
|---------------|--------|
| One | 52.65% |
| Two | 18.20% |
| Three | 9.80% |
| Four | 4.90% |
| Five | 3.00% |
| Six | 1.14% |
| Seven | 1.14% |
| Eight | 1.89% |
| Nine | 1.14% |
| Ten | 1.14% |
| More than Ten | 4.92% |

Participant Profile (continued)

Question 4

In which state do you work?
(Please select only one).

| | |
|--------------------|--------|
| East North Central | 19.50% |
| East South Central | 5.70% |
| Mid-Atlantic | 12.10% |
| Mountain | 4.70% |
| New England | 9.10% |
| Pacific | 11.80% |
| South Atlantic | 16.20% |
| West North Central | 10.80% |
| West South Central | 10.10% |

East North Central: IL, IN, MI, OH, WI

East South Central: AL, KY, MS, TN

Mid-Atlantic: NH, NY, PA

Mountain: AZ, CO, ID, MT, NV, NM, UT, WY

New England: CT, ME, MA, NH, RI, VT

Pacific: AK, CA, HI, OR, WA

South Atlantic: DC, DE, FL, GA, MD, NC, SC, VA, WV

West North Central: IA, KS, MN, MO, NE, ND, SD

West South Central: AR, LA, OK, TX

Question 5

Which of the following best describes your health care organization's tax status?
(Please select only one).

| | |
|----------------|--------|
| Not-for-profit | 81.80% |
| For-profit | 8.30% |
| Government | 9.90% |
| Don't Know | 0.00% |

Question 6

What is your organization's annual gross revenue? (Please select only one).

Note: If your facility is part of larger health care organization, please respond based on your facility's gross revenue.

| | |
|--------------------------------|--------|
| \$2 Million or Less | 1.97% |
| \$2 Million to \$10 Million | 3.61% |
| \$11 Million to \$50 Million | 10.20% |
| \$51 Million to \$200 Million | 25.66% |
| \$201 Million to \$350 Million | 13.82% |
| \$351 Million to \$500 Million | 14.14% |
| \$501 Million to \$1 Billion | 15.46% |
| More than \$1 Billion | 10.20% |
| Don't Know/Not Applicable | 2.63% |

IT Priorities

Question 7

Please identify the business issues you believe will have the most impact on health care *in the next two years?*

(Please select five).

| | |
|--|--------|
| Increasing Patient Safety/Reducing Medical Errors | 63.70% |
| Cost Pressures | 54.20% |
| Patient (Customer) Satisfaction | 43.50% |
| Improving Quality of Care | 42.80% |
| Improving Operational Efficiency | 40.80% |
| Clinical Transformation (Adopting Clinical Best Practices) | 36.90% |
| Medicare Cutbacks | 35.00% |
| Nursing Shortage | 33.70% |
| HIPAA Compliance | 27.10% |
| Adoption of New Technology | 27.10% |
| Obtaining Capital | 23.20% |
| Facility Upgrades/Replacement | 17.30% |
| Government Regulation | 17.00% |
| Increased Competition | 10.80% |
| Evidence Based Medicine | 10.80% |
| National Health Information Infrastructure (NHII) | 8.80% |
| Availability/Retention of IT Staff | 8.50% |
| Managed Care Fee Reductions | 6.90% |
| Other Compliance Issues (non-HIPAA) | 6.20% |
| Complying with Managed Care Requirements | 2.90% |
| Other (Please specify): | 2.60% |
| Mergers/Consolidation | 2.30% |
| Don't Know | 0.00% |

IT Priorities (continued)

Question 8a

Please indicate your organizations' top IT priorities *today*.
(Please select five).

| | |
|--|--------|
| Upgrade Security on IT Systems to Meet HIPAA Requirements | 47.80% |
| Implement Technology to Reduce Medical Errors/Promote Patient Safety | 46.50% |
| Replace/Upgrade Inpatient Clinical Information Systems | 43.50% |
| Implement Wireless Systems (e.g. wireless LANs) | 36.80% |
| Implement an Electronic Medical Record (EMR) | 33.40% |
| Upgrade Network Infrastructure (LANs, WANs) | 32.40% |
| Process/Workflow Redesign | 32.40% |
| Improvement of IS Departmental Services, Cost Effectiveness and Efficiencies | 28.80% |
| Design and Implement an IT Strategic Plan | 26.10% |
| Train Personnel to use Existing and Newly Installed Systems | 26.10% |
| Integrate Systems in Multi-Vendor Environment | 24.40% |
| Implement Enterprise-Wide Applications (e.g. MPI, ERP, Clinical Information Sharing) | 22.70% |
| Deploy Internet Technology (e.g. Web-based applications) | 19.10% |
| Implement EDI to Meet HIPAA Requirements | 17.40% |
| Implement Privacy Modifications to Meet HIPAA Requirements | 13.70% |
| Implement Speech Recognition Systems | 13.00% |
| Recruit and Retain High Quality IT Staff | 12.70% |
| Replace/Upgrade Ambulatory Care Systems (Clinical/Financial/Administrative) | 11.70% |
| Replace/Upgrade Inpatient Financial/Administrative Systems | 8.70% |
| Outsource IT Functions (e.g. ASPs, infrastructure, other services) | 4.30% |
| Other (Please Specify) | 2.70% |

IT Priorities (continued)

Question 8b

Please indicate your organizations' top IT priorities *in the two years*.

(Please select five).

| | |
|--|--------|
| Implement Technology to Reduce Medical Errors/Promote Patient Safety | 47.60% |
| Implement an Electronic Medical Record (EMR) | 42.80% |
| Replace/Upgrade Inpatient Clinical Information Systems | 33.40% |
| Implement Speech Recognition Systems | 31.00% |
| Implement Enterprise-Wide Applications (e.g. MPI, ERP, Clinical Information Sharing) | 28.60% |
| Process/Workflow Redesign | 26.90% |
| Upgrade Security on IT Systems to Meet HIPAA Requirements | 24.80% |
| Implement Wireless Systems (e.g. wireless LANs) | 23.40% |
| Replace/Upgrade Ambulatory Care Systems (Clinical/Financial/Administrative) | 22.80% |
| Upgrade Network Infrastructure (LANs, WANs) | 21.00% |
| Replace/Upgrade Inpatient Financial/Administrative Systems | 20.70% |
| Deploy Internet Technology (e.g. Web-based applications) | 20.00% |
| Integrate Systems in Multi-Vendor Environment | 17.90% |
| Improvement of IS Departmental Services, Cost Effectiveness and Efficiencies | 16.60% |
| Train Personnel to use Existing and Newly Installed Systems | 16.20% |
| Recruit and Retain High Quality IT Staff | 12.80% |
| Design and Implement an IT Strategic Plan | 10.70% |
| Outsource IT Functions (e.g. ASPs, infrastructure, other services) | 4.80% |
| Implement Privacy Modifications to Meet HIPAA Requirements | 3.80% |
| Implement EDI to Meet HIPAA Requirements | 2.40% |
| Other (Please Specify) | 1.40% |

IT Barriers

Question 9

What is the *most* significant barrier to successfully implementing IT in your organization *today*?
(Please select only one).

| | |
|--|--------|
| Lack of Adequate Financial Support for IT | 23.20% |
| Vendor's Inability to Effectively Deliver Product or Service to our Satisfaction | 13.50% |
| Difficulty in Proving IT Quantifiable Benefits/Return on Investment | 12.50% |
| Difficulty in Achieving End-user Acceptance or Use | 10.80% |
| Lack of Staffing Resources | 10.40% |
| Lack of Clinical Leadership | 8.80% |
| Lack of Top Management Support for IT | 7.40% |
| Other (Please specify) | 6.40% |
| Lack of Common Data Standards | 3.40% |
| Lack of a Strategic IT Plan/Failure to Implement IT Plan | 3.40% |
| Don't Know | 0.30% |

IT Outsourcing

Question 10a

Which IT functions, if any, does your organization outsource *currently*.
(Please select all that apply).

| | |
|---|--------|
| Web Site/Internet (Maintenance/Development) | 32.40% |
| We don't Outsource any IT functions | 30.60% |
| Applications Development | 18.90% |
| ASP Services | 16.00% |
| Network Operations, Monitoring and Support | 11.70% |
| System Installation | 11.70% |
| Technical Support | 11.40% |
| PC Support | 10.70% |
| User Training | 10.00% |
| Project Management | 10.00% |
| Help Desk | 10.00% |
| Database Management | 9.60% |
| Systems Integration | 8.90% |
| Computing Facility | 7.80% |
| Full IT Department Outsourcing | 5.70% |
| E-business | 4.30% |
| Other (Please Specify) | 3.90% |
| Interim CIO | 3.60% |
| Asset Management | 1.80% |
| Don't Know | 0.40% |

IT Outsourcing (continued)

Question 10b

Which IT functions does your facility plan to outsource *in the next two years*?
(Please select all that apply).

| | |
|---|--------|
| We don't Outsource any IT functions | 30.60% |
| Web Site/Internet (Maintenance/Development) | 19.90% |
| Applications Development | 13.40% |
| Help Desk | 12.90% |
| ASP Services | 11.30% |
| PC Support | 10.80% |
| Network Operations, Monitoring and Support | 9.70% |
| System Installation | 9.10% |
| Technical Support | 9.10% |
| Systems Integration | 8.60% |
| User Training | 7.50% |
| Computing Facility | 7.00% |
| Database Management | 6.50% |
| Project Management | 5.90% |
| E-business | 5.90% |
| Full IT Department Outsourcing | 4.30% |
| Don't Know | 2.70% |
| Other (Please Specify) | 2.70% |
| Interim CIO | 2.70% |
| Asset Management | 0.50% |

Question 11

In general, describe your level of satisfaction with the IT products/services you receive from the suppliers, application vendors and consulting firms your facility uses.

| | |
|-------------------|--------|
| Very Satisfied | 6.60% |
| Satisfied | 63.90% |
| Neutral | 20.50% |
| Dissatisfied | 8.60% |
| Very Dissatisfied | 0.30% |

IT Applications

Question 12

Please identify the health care applications areas that you consider most important to your organization *over the next two years*.
(Please select five).

| | |
|--|--------|
| Bar Coded Medication Management | 52.00% |
| Clinical Information Systems | 51.60% |
| Electronic Medical Record (EMR) | 51.60% |
| Computer-based Practitioner Order Entry (CPOE) | 50.70% |
| Clinical Data Repository | 45.70% |
| Digital Picture Archiving and Communications System (PACS) | 43.10% |
| Enterprise-Wide Clinical Information Sharing | 39.50% |
| Point-of-care Clinical Decision Support | 38.20% |
| Enterprise Master Patient Index | 21.70% |
| Financial/Administrative Information Systems | 21.40% |
| Web-based Applications | 18.40% |
| Business Intelligence/Decision Support Systems (e.g. data warehouse) | 17.80% |
| Supply Chain Management | 14.80% |
| Ambulatory Systems | 14.50% |
| Enterprise Resource Planning Systems (ERP) | 8.90% |
| Customer Relationship Management/Call Center | 8.60% |
| Telemedicine Systems | 7.20% |
| Other (Please specify) | 2.60% |
| Don't Know | 0.70% |

Question 13a

Please indicate which of the following technologies your organization is *currently* using.
(Please select all that apply).

| | |
|--|--------|
| High-speed Networks (LANs, WANs) | 96.10% |
| Intranet (linking internal users behind a firewall) | 87.90% |
| Client-Server Systems | 82.40% |
| Wireless Information Systems | 72.20% |
| Extranet (linking external users over a secure connection) | 62.10% |
| Thin Clients | 55.60% |
| Data Security Technologies | 54.20% |
| Handheld Personal Digital Assistants (PDAs) | 53.90% |
| Bar Coding Technology | 52.60% |
| Data Warehouse | 42.20% |
| Web-enabled Business Transactions (e-business) | 41.20% |
| ASP Services | 35.00% |
| XML (Extensible Markup Language) | 29.10% |
| Web-enabled Clinical Processes | 28.80% |
| Speech Recognition | 28.10% |
| Automated Alerts/Paging to Clinicians | 18.60% |
| CCOW (Visual integration) | 9.80% |
| Other (Please specify) | 0.30% |
| Don't Know | 0.00% |

IT Applications (continued)

Question 13b

Which technologies does your organization plan to use *in the next two years*?
(Please select all that apply).

| | |
|--|--------|
| Handheld Personal Digital Assistants (PDAs) | 54.50% |
| Bar Coding Technology | 53.50% |
| Speech Recognition | 52.50% |
| Automated Alerts/Paging to Clinicians | 51.20% |
| Web-enabled Clinical Processes | 48.20% |
| Wireless Information Systems | 47.20% |
| Web-enabled Business Transactions (e-business) | 41.90% |
| Data Security Technologies | 39.50% |
| CCOW (Visual integration) | 37.50% |
| Data Warehouse | 36.90% |
| Extranet (linking external users over a secure connection) | 36.50% |
| XML (Extensible Markup Language) | 34.60% |
| Intranet (linking internal users behind a firewall) | 30.90% |
| Thin Clients | 30.90% |
| High-speed Networks (LANs, WANs) | 26.20% |
| Client-Server Systems | 21.60% |
| ASP Services | 15.90% |
| Other (Please specify) | 1.30% |
| Don't Know | 0.30% |

Question 14

Please describe the status of your organization's *current* use of an electronic medical record (EMR) system.
(Please select only one).

EMR definition—An EMR is electronically originated and maintained clinical health information, derived from multiple sources, about an individual's lifetime health status and health care. An EMR is supported by clinical decision systems and replaces the paper medical record as the primary source of patient information.

| | |
|--|--------|
| We have not yet begun to plan for the use of an EMR system | 20.90% |
| We have developed a plan to implement an EMR system | 22.50% |
| We have begun to install EMR hardware and software | 37.40% |
| We have a fully operational EMR system in place | 18.50% |
| Don't Know | 0.70% |

Web Site/Intranet Use

Question 15a

For which of the following purposes does your organization *currently* use your website.
(Please select all that apply.)

| | |
|---|--------|
| Promote the Organization/Marketing | 95.70% |
| Employee Recruitment | 89.70% |
| Online Physician/Provider Directory | 77.40% |
| Provide Consumer Health Information | 71.80% |
| Patient Health Assessment Tools | 29.20% |
| Patient Scheduling | 12.30% |
| Other (Please specify) | 4.30% |
| Giving Patients Secure and Authenticated Online Access to their Medical Records | 1.30% |
| Don't Have a Website | 1.00% |
| Don't Know | 0.00% |

Question 15b

For which of the following purposes will your organization use your website *in the next two years*?
(Please select all that apply.)

| | |
|---|--------|
| Patient Scheduling | 71.40% |
| Patient Health Assessment Tools | 50.20% |
| Giving Patients Secure and Authenticated Online Access to their Medical Records | 47.10% |
| Provide Consumer Health Information | 40.90% |
| Online Physician/Provider Directory | 34.40% |
| Promote the Organization/Marketing | 31.70% |
| Employee Recruitment | 31.30% |
| Other (Please specify) | 3.90% |
| Don't Know | 2.30% |
| Don't Have a Website | 0.40% |

Web Site/Intranet Use (continued)

Question 16a

For which of the following purposes does your facility *currently* use an Intranet.
(Please select all that apply.)

| | |
|---|--------|
| Staff Communication | 90.70% |
| Post Policies and Procedures | 86.70% |
| Access to Resource Tools (e.g. CMAH, Micromedex) | 72.10% |
| Access to Patient Clinical Information (e.g. Laboratory Results, Vital Signs) | 41.20% |
| Supply Purchasing | 36.50% |
| Communication with Clients | 21.30% |
| Managed Care Transactions with Payors | 15.90% |
| Don't Have an Intranet | 6.00% |
| Other (Please specify) | 3.30% |
| Don't Know | 0.00% |

Question 16b

For which of the following purposes will your facility use an Intranet *in the next two years*?
(Please select all that apply.)

| | |
|---|--------|
| Access to Patient Clinical Information (e.g. Laboratory Results, Vital Signs) | 48.20% |
| Post Policies and Procedures | 47.60% |
| Staff Communication | 45.00% |
| Supply Purchasing | 44.00% |
| Access to Resource Tools (e.g. CMAH, Micromedex) | 39.30% |
| Managed Care Transactions with Payors | 30.90% |
| Communication with Clients | 29.80% |
| Other (Please specify) | 2.60% |
| Don't Know | 1.00% |
| Don't Have an Intranet | 0.50% |

IT Security

Question 17

What are your primary concerns regarding the security of electronic medical information at your organization?

(Please select two).

| | |
|---|--------|
| Internal Breach of Security | 65.20% |
| Compliance with HIPAA Security Regulations | 33.40% |
| Limits of Existing Security Technology | 27.20% |
| Inadequate Security Systems in Place | 18.50% |
| Unauthorized Use of Data by Third Parties | 17.90% |
| External Breach of Security | 17.50% |
| Patient's Lack of Confidence in the Security of Information | 12.30% |
| Don't Have Any Concerns | 3.30% |
| Other (Specify) | 2.30% |
| Don't Know | 0.70% |

Question 18a

Please identify the security tools in use by your organization *at this time*.

(Please select all that apply).

| | |
|---|--------|
| Firewalls | 99.00% |
| User Access Controls (based on role/location) | 86.20% |
| Off-site Storage | 78.30% |
| Multi-Level Passcodes | 77.00% |
| Audit Logs of Each Access to Patient Health Records | 73.00% |
| Data Encryption | 69.10% |
| Disaster Recovery | 62.20% |
| Electronic Signature | 61.20% |
| Public Key Infrastructure | 24.70% |
| Single Sign-On | 15.80% |
| Biometric Technologies | 11.20% |
| Other (Please specify) | 0.70% |
| Don't Know | 0.00% |
| None | 0.00% |

IT Security (continued)

Question 18b

Which tools does your facility plan to implement *in the next two years*?
(Please select all that apply).

| | |
|---|--------|
| Single Sign-On | 71.50% |
| Biometric Technologies | 56.30% |
| Disaster Recovery | 52.10% |
| Electronic Signature | 47.50% |
| Data Encryption | 40.10% |
| Audit Logs of Each Access to Patient Health Records | 38.70% |
| Public Key Infrastructure | 34.20% |
| User Access Controls (based on role/location) | 28.90% |
| Off-site Storage | 28.90% |
| Multi-Level Passcodes | 24.30% |
| Firewalls | 23.20% |
| Other (Please specify) | 0.00% |
| Don't Know | 0.00% |
| None | 0.00% |

IT Staffing

Question 19

How many FTEs are employed in the IT department at your organization?
(One FTE=40 hours of work).

| | |
|---------------|--------|
| Less than 5 | 7.50% |
| 5 to 9 | 13.10% |
| 10 to 24 | 24.50% |
| 25 to 50 | 19.60% |
| 51 to 75 | 11.10% |
| 76 to 100 | 7.20% |
| More than 100 | 17.00% |
| Don't Know | 0.00% |

Question 20

By what percentage do you expect your organization's IT staff to increase or decrease *in the next 12 months*?

(Please select only one).

| | |
|---------------------------|--------|
| Increase by Less than 10% | 38.70% |
| Increase by 10% to 20% | 18.00% |
| Increase by More than 20% | 3.00% |
| No Change | 32.10% |
| Decrease by Less than 10% | 4.90% |
| Decrease by 10% to 20% | 2.00% |
| Decrease by More than 20% | 1.00% |
| Don't Know | 0.30% |

IT Staffing (continued)

Question 21

Which of the below items *most* accurately characterize the areas in which your organization has the most critical information technology staffing needs.

(Please select up to three).

| | |
|---|--------|
| Network and Architecture Support | 31.10% |
| Clinical Transformation | 24.60% |
| Clinical Champions | 23.90% |
| Clinical Informaticists | 23.60% |
| Data Security | 20.70% |
| Application Support/Development | 19.30% |
| Process/Workflow Design | 18.70% |
| PC/Server Support | 16.40% |
| Systems Integration | 16.40% |
| System Design and Implementation | 12.80% |
| User Training | 12.80% |
| Help Desk | 11.80% |
| Internet/Intranet | 11.50% |
| IT Planning | 7.90% |
| IT Management | 6.60% |
| Programming | 5.60% |
| None | 5.60% |
| Regulatory, Reimbursement and Accreditation Issues (e.g. HIPAA and JCAHO) | 5.20% |
| Other (Please specify) | 3.90% |
| Don't Know | 0.00% |

IT Budget

Question 22

What is your organization's total IT *operating* budget as a *percentage* of your facility's total general budget?

| | |
|----------------|--------|
| 2.0% or Less | 23.90% |
| 2.1% to 2.5% | 24.90% |
| 2.6% to 3.0% | 18.00% |
| 3.1% to 3.5% | 13.10% |
| 3.6% to 4.0% | 5.90% |
| 4.1% to 4.5% | 1.60% |
| 4.6% to 5.0% | 4.60% |
| 5.1% to 6.0% | 1.00% |
| 6.1% to 7.0% | 1.30% |
| 7.1% to 8.0% | 0.00% |
| More Than 8.0% | 1.00% |
| Don't Know | 4.60% |

Question 23

Please select the statement that *best* describes the projected change, if any, in your organization's IT *operating* budget for 2004, *compared to 2003*.

(Please select only one).

| | |
|-----------------------------|--------|
| It will Definitely Increase | 46.90% |
| It will Probably Increase | 25.20% |
| There will be No Change | 18.40% |
| It will Probably Decrease | 4.60% |
| It will Definitely Decrease | 4.90% |
| Don't Know | 0.00% |

Question 24

Why do you expect an *increase* in your organization's IT *operating* budget *in 2004*?

(Please select all that reply).

| | |
|--|--------|
| Overall Growth in Number of Systems and Technologies | 78.00% |
| Overall Budget Increases | 43.60% |
| Increase Called for in a Long-Term IT or Organizational Strategic Plan | 43.10% |
| Need to Upgrade IT Infrastructure | 35.30% |
| Need to Comply with Regulatory Changes | 32.10% |
| Addition of a Facility or Clinical/Business Unit | 21.60% |
| Ability to Prove IT Return-on-Investment | 21.10% |
| Business Requirements to Invest in E-business | 11.00% |
| Other (please specify) | 3.70% |
| A Recent Merger or Partnership with Another Organization | 2.30% |
| Don't Know | 0.00% |

IT Budget (continued)

Question 25

By what percentage do you expect your organization's total IT *operating* budget to *increase in 2004*?
(Please select only one).

| | |
|---------------|--------|
| 5% or Less | 41.70% |
| 6 to 10% | 43.60% |
| 11 to 20% | 10.10% |
| More than 20% | 3.20% |
| Don't Know | 1.40% |

Question 26

Why do you expect a *decrease* in your organization's IT *operating* budget *in 2004*?
(Please select all that apply).

| | |
|---|--------|
| Overall Budget Decreases | 79.30% |
| Deteriorating Financial Conditions Related to Cutbacks in Medicare/Medicaid | 44.80% |
| Closing of a Facility or Clinical/Business Unit | 13.80% |
| Other (Please specify) | 10.30% |
| Inability to Prove IT Return-on-Investment | 6.90% |
| A Recent Merger or Partnership with Another Organization | 3.40% |
| Decrease Called for in Long-Term IT or Organizational Strategic Plan | 3.40% |
| Don't Know | 0.00% |

Question 27

By what percentage do you expect your organization's total IT *operating* budget to *decrease in 2004*?

| | |
|---------------|--------|
| 5% or Less | 42.90% |
| 6 to 10% | 28.60% |
| 11 to 20% | 14.30% |
| More than 20% | 10.70% |
| Don't Know | 3.60% |

Question 28

In your judgment, what portion of your organization's IT spending is controlled outside of the IT department?

(Please select only one.)

| | |
|---------------|--------|
| None | 23.90% |
| 1 to 10% | 37.70% |
| 11 to 20% | 17.00% |
| 21 to 30% | 6.20% |
| More than 30% | 12.50% |
| Don't Know | 2.60% |