ISACA Survey on the Value of IT Investments

Count of To what extent does your organization measure the value of its investments in I	Country									
To what extent does your organization measure the value of its investments in IT?	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
Don't know	6%	10%	0%	6%	1%	3%	6%	6%	5%	5%
Fully	11%	27%	28%	21%	57%	32%	21%	29%	23%	32%
Not at all	17%	8%	4%	18%	5%	11%	11%	12%	9%	10%
To some extent	67%	56%	68%	56%	38%	55%	62%	53%	63%	53%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Count of In this challenging economy, what is your organization planning to do regarding	Country									
In this challenging economy, what is your organization planning to do regarding IT-relate	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
Freeze at current levels	20%	17%	4%	14%	12%	3%	16%	14%	23%	14%
Increase selectively based on potential/expected contribution to business value	33%	27%	32%	24%	47%	32%	19%	26%	16%	30%
Reduce across the board	6%	13%	20%	14%	6%	11%	20%	16%	7%	13%
Reduce selectively based on potential/expected contribution to business value	41%	43%	44%	49%	35%	55%	46%	44%	53%	43%
(blank)										
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Count of Does your organization have a framework or follow guidelines for selecting the I	Country									
Does your organization have a framework or follow guidelines for selecting the IT-related	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
Don't know	15%	22%	8%	7%	11%	18%	26%	21%	28%	18%
No	41%	22%	20%	46%	19%	21%	26%	28%	23%	26%
Yes	44%	56%	72%	47%	70%	61%	49%	52%	49%	56%
(blank)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Count of To what extent are you aware of Val IT?	Country									
To what extent are you aware of Val IT?	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
Aware	43%	44%	32%	46%	44%	32%	48%	41%	42%	42%
Circulated	11%	6%	20%	1%	3%	13%	2%	3%	2%	4%
Downloaded	11%	8%	8%	10%	5%	8%	3%	5%	2%	6%
Implementing	2%	3%	0%	4%	5%	0%	1%	2%	0%	3%
Not aware	9%	18%	16%	21%	15%	18%	21%	32%	30%	24%
Read	24%	20%	24%	17%	29%	29%	24%	17%	23%	21%
(blank)										
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Count of Is there a shared understanding across different departments in your organizatio	Country									
Is there a shared understanding across different departments in your organization, such a	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total

No	37%	32%	32%	36%	19%	18%	43%	38%	33%	33%
Unsure	30%	28%	20%	27%	18%	32%	35%	29%	37%	27%
Yes	33%	40%	48%	37%	63%	50%	22%	34%	30%	40%
(blank)										
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Count of Who in your organization has primary responsibility for ensuring that stakeholde	Country									
Who in your organization has primary responsibility for ensuring that stakeholder returns	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
Board/board chair	17%	10%	20%	19%	33%	24%	14%	7%	16%	15%
CEO	20%	14%	20%	6%	15%	13%	11%	6%	21%	11%
CFO	17%	12%	4%	4%	8%	8%	13%	8%	2%	9%
CIO	24%	43%	28%	44%	28%	37%	32%	47%	28%	39%
IT manager	9%	7%	24%	14%	7%	13%	12%	10%	19%	10%
No one	2%	9%	4%	7%	3%	3%	8%	11%	12%	8%
Other	11%	6%	0%	6%	6%	3%	9%	10%	0%	8%
(blank)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Business manager	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Count of Approximately what percentage of the expected value from your organization's i	Country									
Approximately what percentage of the expected value from your organization's investmer	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
0%	0%	2%	0%	1%	0%	0%	1%	1%	0%	1%
1-24%	4%	8%	0%	8%	7%	16%	7%	6%	9%	7%
25-49%	33%	23%	25%	27%	21%	29%	24%	23%	28%	24%
50-74%	56%	52%	63%	56%	52%	47%	53%	49%	42%	51%
75-100%	7%	15%	13%	7%	20%	8%	14%	20%	21%	17%
(blank)										
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Count of What is the greatest benefit your organization receives from its IT-enabled inves	Country									
What is the greatest benefit your organization receives from its IT-enabled investments?	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
Cost reduction (e.g., through increased efficiency and/or productivity)	39%	25%	20%	28%	19%	32%	23%	24%	21%	24%
Improved business intelligence (e.g., leading to better management decisions)	11%	13%	4%	15%	17%	8%	11%	15%	19%	14%
Improved customer service (e.g., better-quality and/or faster service)	30%	38%	32%	35%	45%	37%	36%	31%	23%	35%
Increased security of information	2%	5%	20%	4%	3%	11%	11%	8%	7%	7%
New or improved products and services	19%	12%	20%	17%	13%	13%	16%	18%	28%	16%
Other	0%	8%	4%	1%	2%	0%	3%	5%	0%	4%
Improve customer service, increase security of information, increase business revenue ..	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

ISACA Survey on the Value of IT Investments

Count of Has your organization recently ended or cancelled an IT-related project before it	Country									
Has your organization recently ended or cancelled an IT-related project before it was fully	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
Don't know	15%	23%	13%	14%	17%	29%	19%	21%	19%	20%
No	39%	38%	46%	44%	66%	50%	38%	38%	60%	45%
Yes	46%	39%	42%	42%	18%	21%	43%	40%	21%	35%
(blank)										
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Count of If yes, what was the main reason the project was canceled?	Country									
If yes, what was the main reason the project was canceled?	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
Business needs changed	44%	34%	33%	34%	28%	0%	42%	36%	20%	34%
Did not deliver as promised	26%	24%	42%	38%	13%	38%	20%	20%	10%	22%
Did not support business strategy	11%	14%	0%	3%	13%	25%	16%	10%	20%	11%
Exceeded budget	15%	14%	8%	13%	10%	38%	11%	11%	30%	12%
Other	4%	15%	17%	13%	38%	0%	11%	22%	0%	20%
(blank)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
lack of skillful persons	0%	0%	0%	0%	0%	0%	0%	0%	10%	0%
Financal market deteriorate.	0%	0%	0%	0%	0%	0%	0%	0%	10%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Count of Does your organization include value management practices as part of its intern	Country									
Does your organization include value management practices as part of its internal assurar	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
Don’t know	22%	25%	16%	22%	14%	21%	21%	24%	21%	21%
No	56%	35%	32%	50%	26%	34%	40%	40%	51%	38%
Yes	22%	40%	52%	28%	59%	45%	39%	37%	28%	41%
(blank)										
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Count of How many employees work for your organization?	Country									
How many employees work for your organization?	Australia	Canada	France	Germany	India	Mexico	UK	USA	Hong Kong	Grand Total
1,001-5,000	28%	24%	12%	24%	13%	29%	26%	26%	21%	23%
101-500	11%	13%	4%	11%	15%	18%	11%	12%	21%	13%
1-100	19%	15%	12%	13%	11%	11%	16%	7%	23%	11%
5,001-10,000	7%	13%	12%	14%	8%	16%	12%	12%	5%	11%
501-1,000	15%	4%	4%	7%	8%	5%	6%	7%	12%	7%
More than 10,000	20%	31%	56%	32%	45%	21%	30%	35%	19%	35%
(blank)										
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%