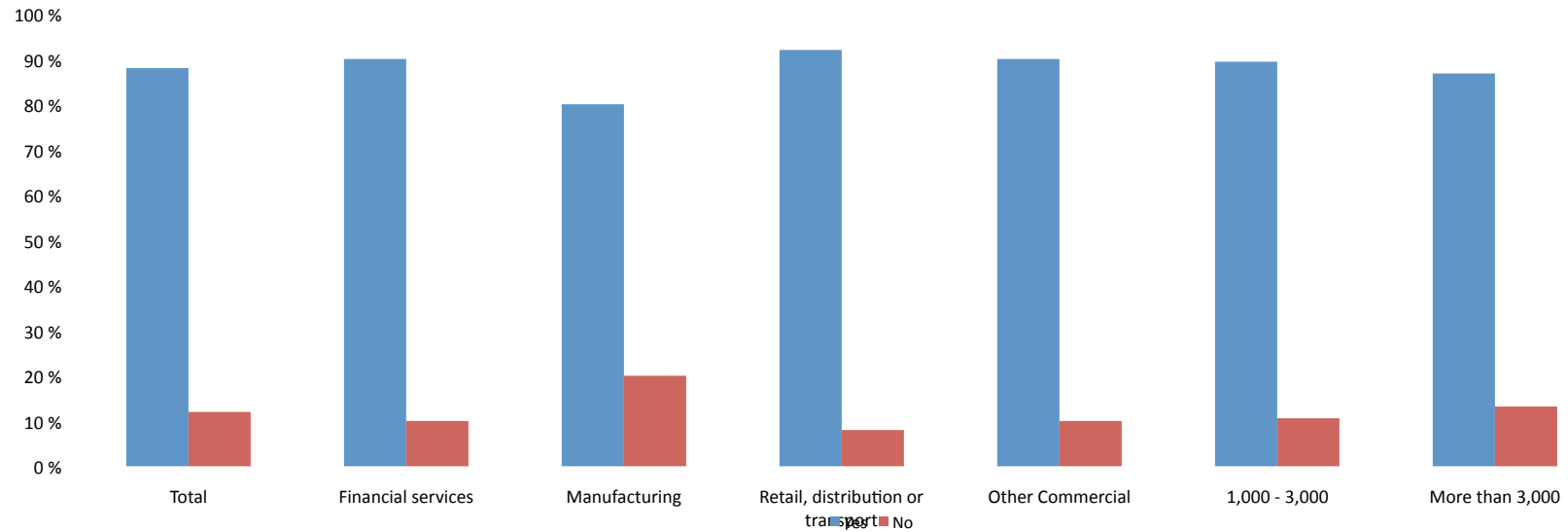


2008 Enterprise IT Decision Makers Survey

- Q1 [Are you concerned about the security risks of allowing public IM within your business?](#)
- Q2 [Has your business banned the use of public IM because of security fears?](#)
- Q3 [Is your business worried about losing sensitive business information through IM conversations?](#)
- Q4 [Do you keep an audit trail of IM messages sent by employees using free public IM tools such as MSN?](#)
- Q5 [How has your company reacted to the need to keep audit trails of IM conversations in order to comply with regulations?](#)
- Q6 [Does your department find supporting and managing multiple IM solutions a challenge because it is such a huge task?](#)
- Q7 [Do you think that people within your organisation would be reluctant to use a corporate IM tool as they prefer using their personal IM tools?](#)
- Q8 [Do you feel that IM could provide your organisation with business benefits around increased collaboration?](#)

Are you concerned about the security risks of allowing public IM within your business?

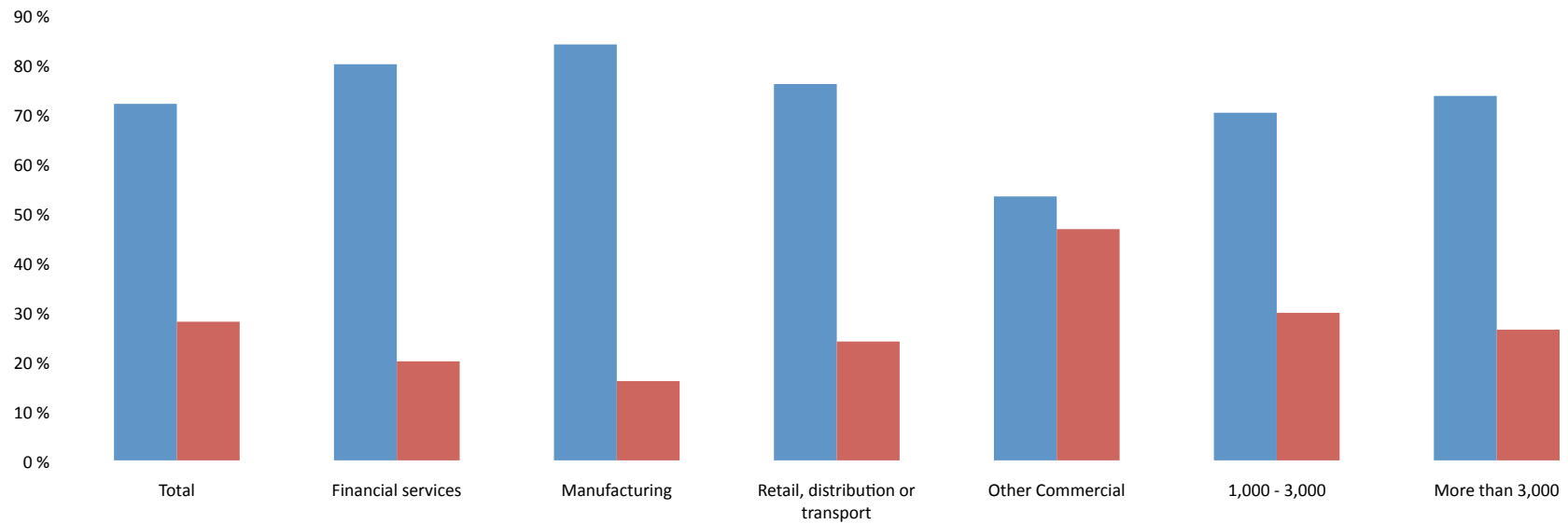
	Total	Financial services	Manufacturing	Retail, distribution or transport	Other Commercial	1,000 - 3,000	More than 3,000
Yes	88 %	90 %	80 %	92 %	90 %	89 %	87 %
No	12 %	10 %	20 %	8 %	10 %	11 %	13 %



□

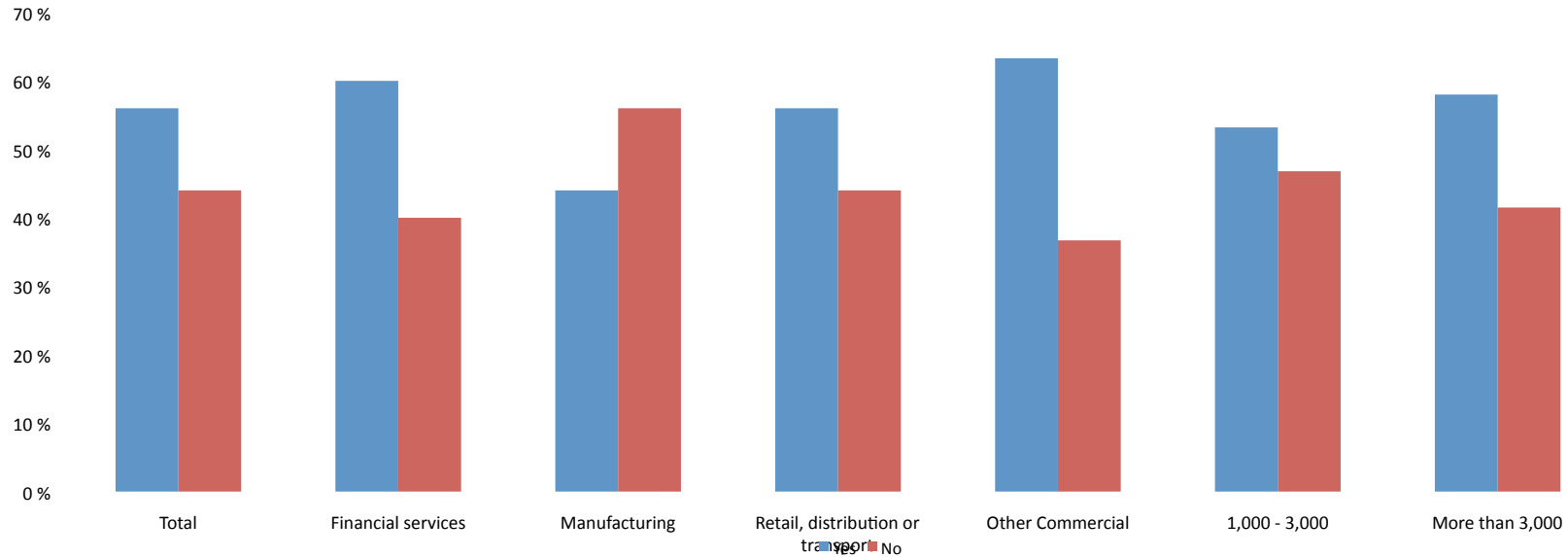
Has your business banned the use of public IM because of security fears?

	Total	Financial services	Manufacturing	Retail, distribution or transport	Other Commercial	1,000 - 3,000	More than 3,000
Yes	72 %	80 %	84 %	76 %	53 %	70 %	74 %
No	28 %	20 %	16 %	24 %	47 %	30 %	26 %



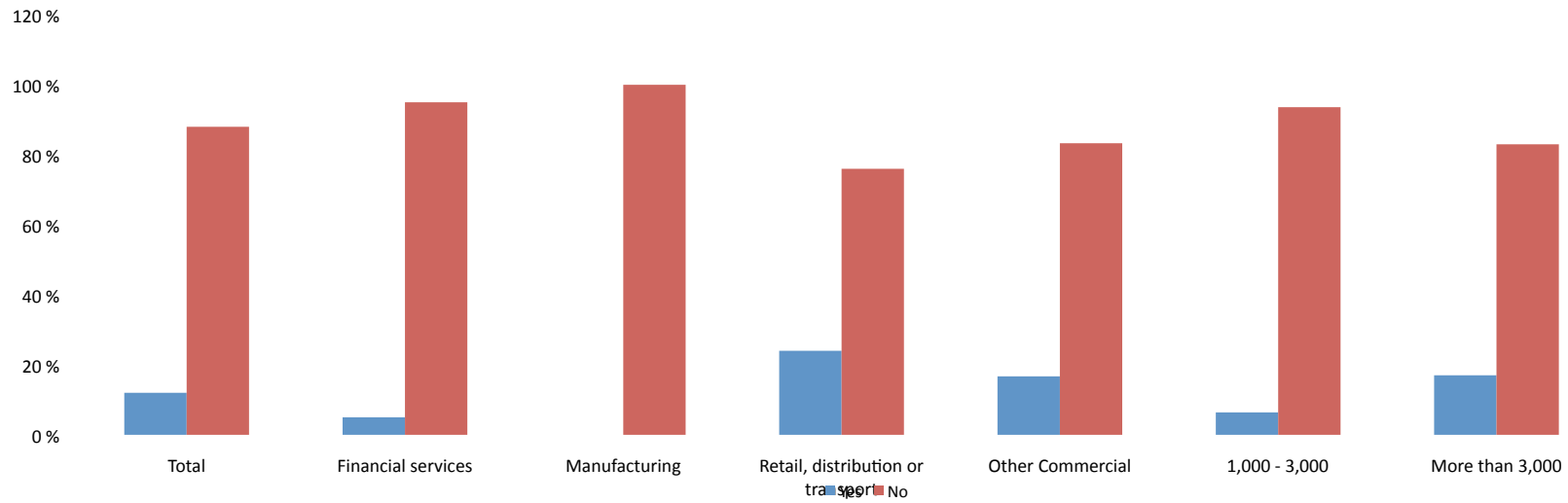
Is your business worried about losing sensitive business information through IM conversations?

	Total	Financial services	Manufacturing	Retail, distribution or transport	Other Commercial	1,000 - 3,000	More than 3,000
Yes	56 %	60 %	44 %	56 %	63 %	53 %	58 %
No	44 %	40 %	56 %	44 %	37 %	47 %	42 %



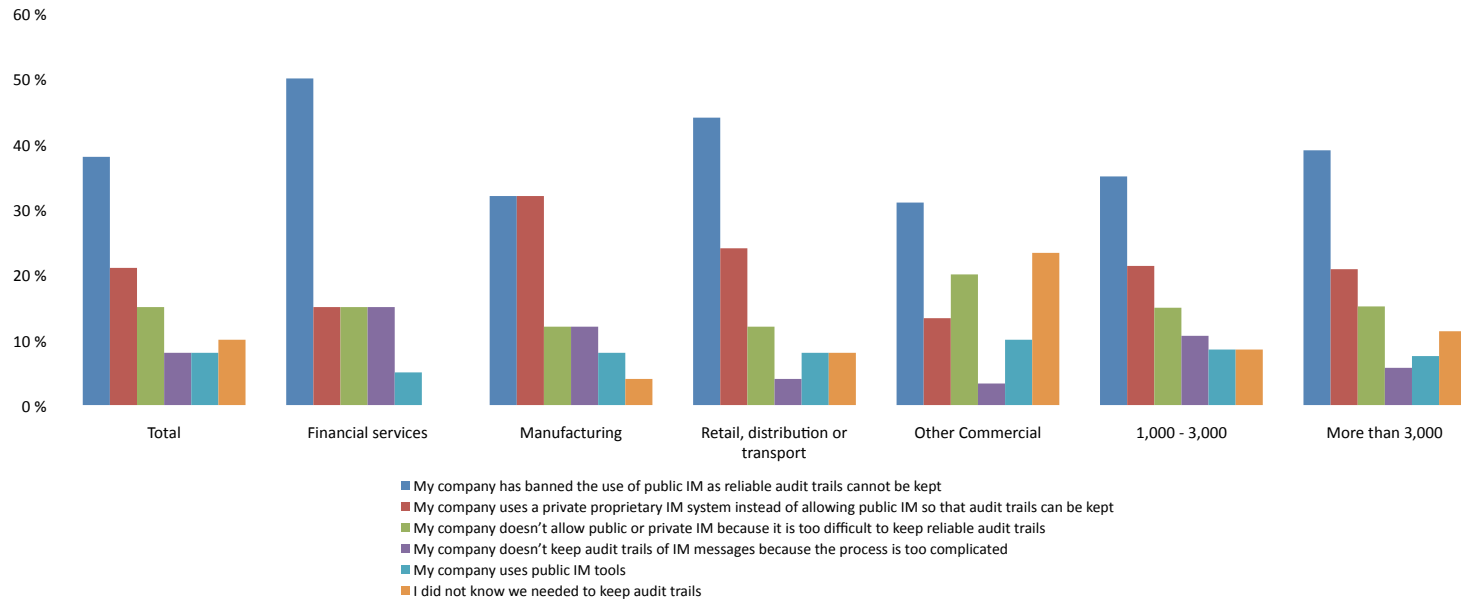
Do you keep an audit trail of IM messages sent by employees using free public IM tools such as MSN?

	Total	Financial services	Manufacturing	Retail, distribution or transport	Other Commercial	1,000 - 3,000	More than 3,000
Yes	12 %	5 %	0 %	24 %	17 %	6 %	17 %
No	88 %	95 %	100 %	76 %	83 %	94 %	83 %



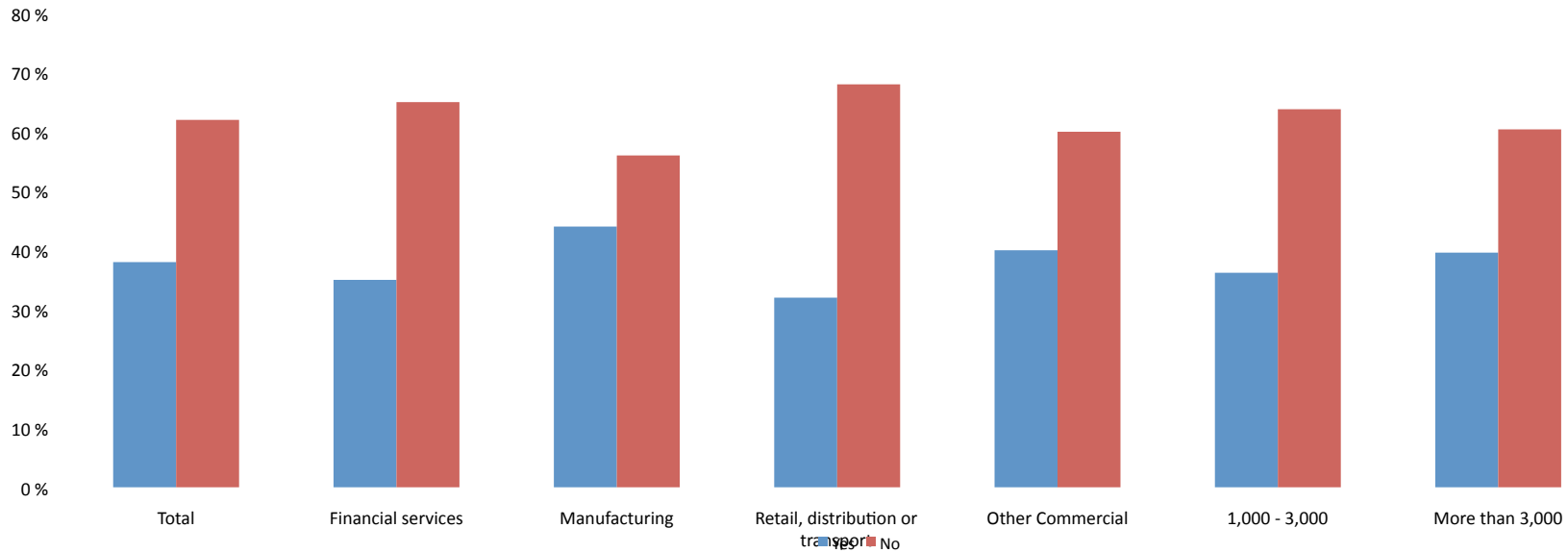
How has your company reacted to the need to keep audit trails of IM conversations in order to comply with regulations?

	Total	Financial services	Manufacturing	Retail, distribution or transport	Other Commercial	1,000 - 3,000	More than 3,000
My company has banned the use of public IM as reliable audit trails cannot be kept	38 %	50 %	32 %	44 %	31 %	35 %	39 %
My company uses a private proprietary IM system instead of allowing public IM so that audit trails can be kept	21 %	15 %	32 %	24 %	13 %	21 %	21 %
My company doesn't allow public or private IM because it is too difficult to keep reliable audit trails	15 %	15 %	12 %	12 %	20 %	15 %	15 %
My company doesn't keep audit trails of IM messages because the process is too complicated	8 %	15 %	12 %	4 %	3 %	11 %	6 %
My company uses public IM tools	8 %	5 %	8 %	8 %	10 %	9 %	8 %
I did not know we needed to keep audit trails	10 %	0 %	4 %	8 %	23 %	9 %	11 %



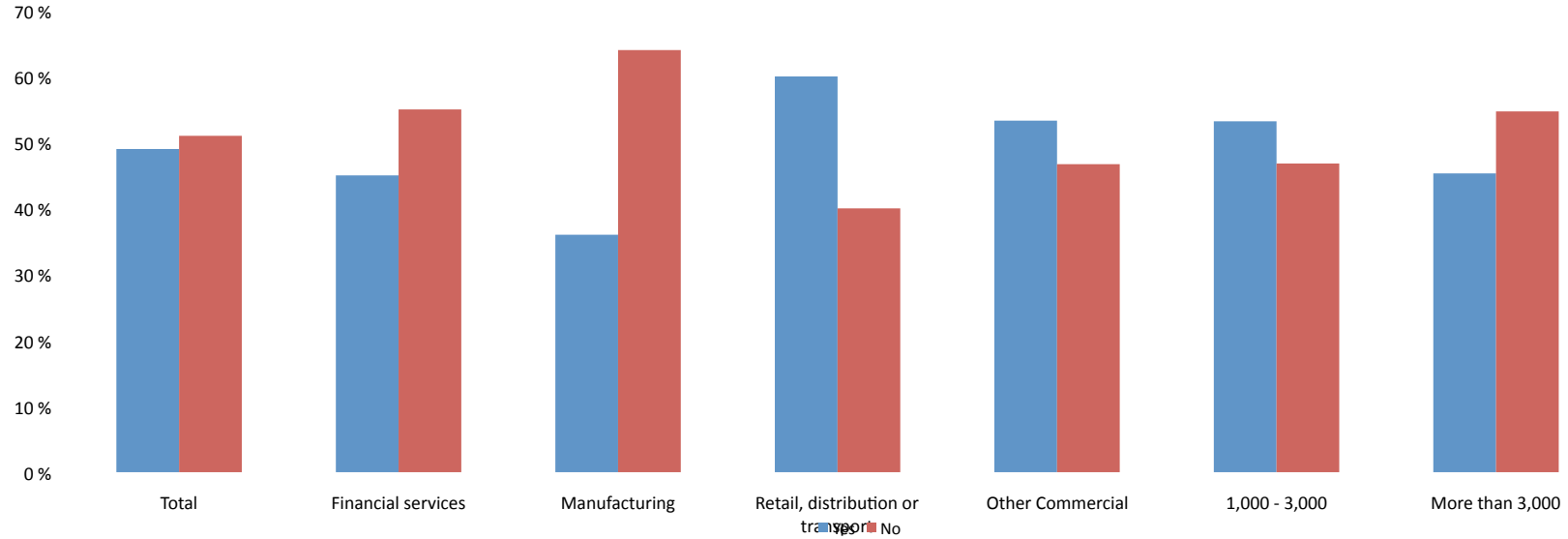
Does your department find supporting and managing multiple IM solutions a nightmare because it is such a huge and time consuming task?

	Total	Financial services	Manufacturing	Retail, distribution or transport	Other Commercial	1,000 - 3,000	More than 3,000
Yes	38 %	35 %	44 %	32 %	40 %	36 %	40 %
No	62 %	65 %	56 %	68 %	60 %	64 %	60 %



Do you think that people within your organisation would be reluctant to use a corporate IM tool as they prefer using their **personal IM tools?**

	Total	Financial services	Manufacturing	Retail, distribution or transport	Other Commercial	1,000 - 3,000	More than 3,000
Yes	49 %	45 %	36 %	60 %	53 %	53 %	45 %
No	51 %	55 %	64 %	40 %	47 %	47 %	55 %



Do you feel that IM could provide your organisation with business benefits around increased collaboration?

	Total	Financial services	Manufacturing	Retail, distribution or transport	Other Commercial	1,000 - 3,000	More than 3,000
Yes	74 %	65 %	68 %	72 %	87 %	74 %	74 %
No	26 %	35 %	32 %	28 %	13 %	26 %	26 %

