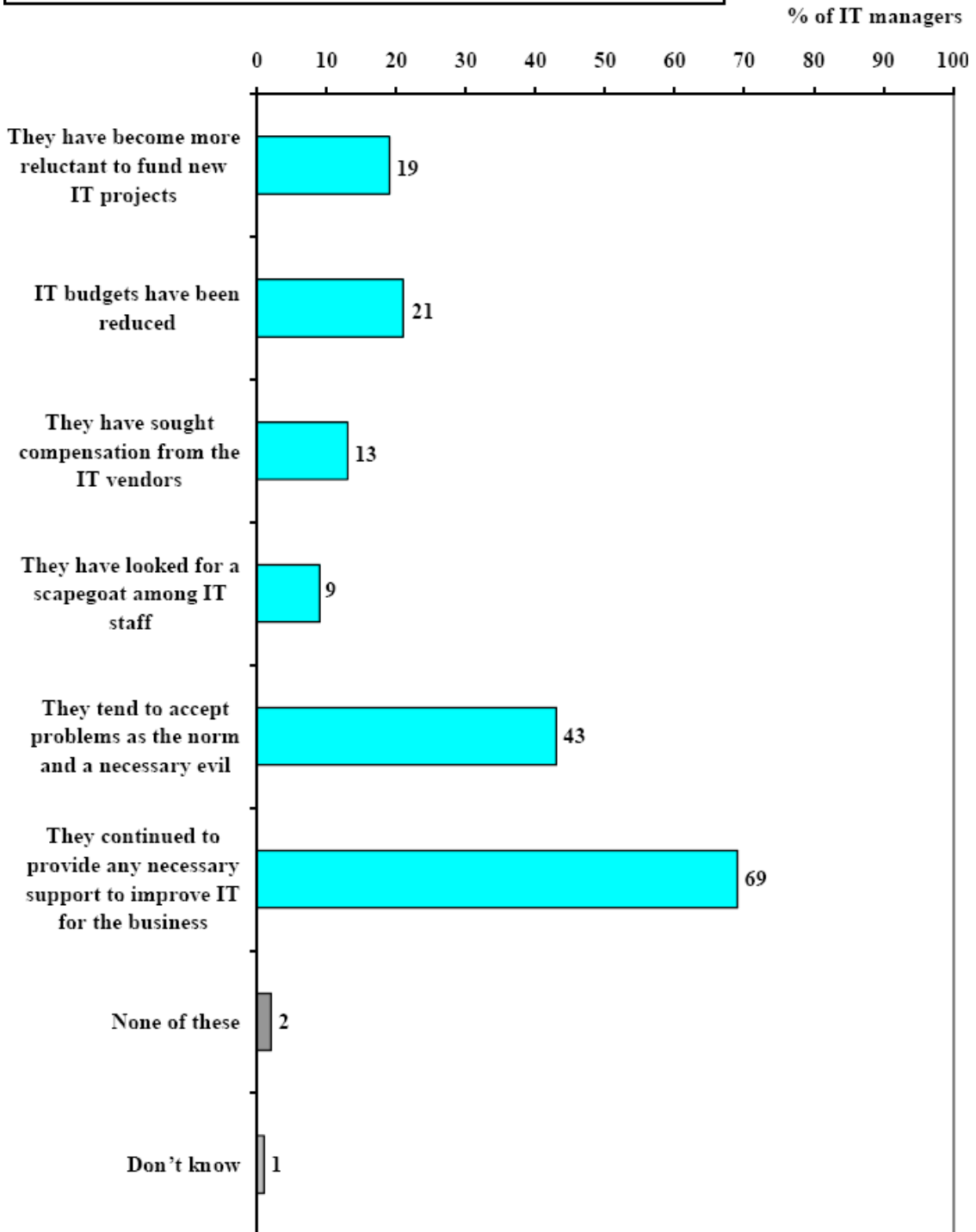


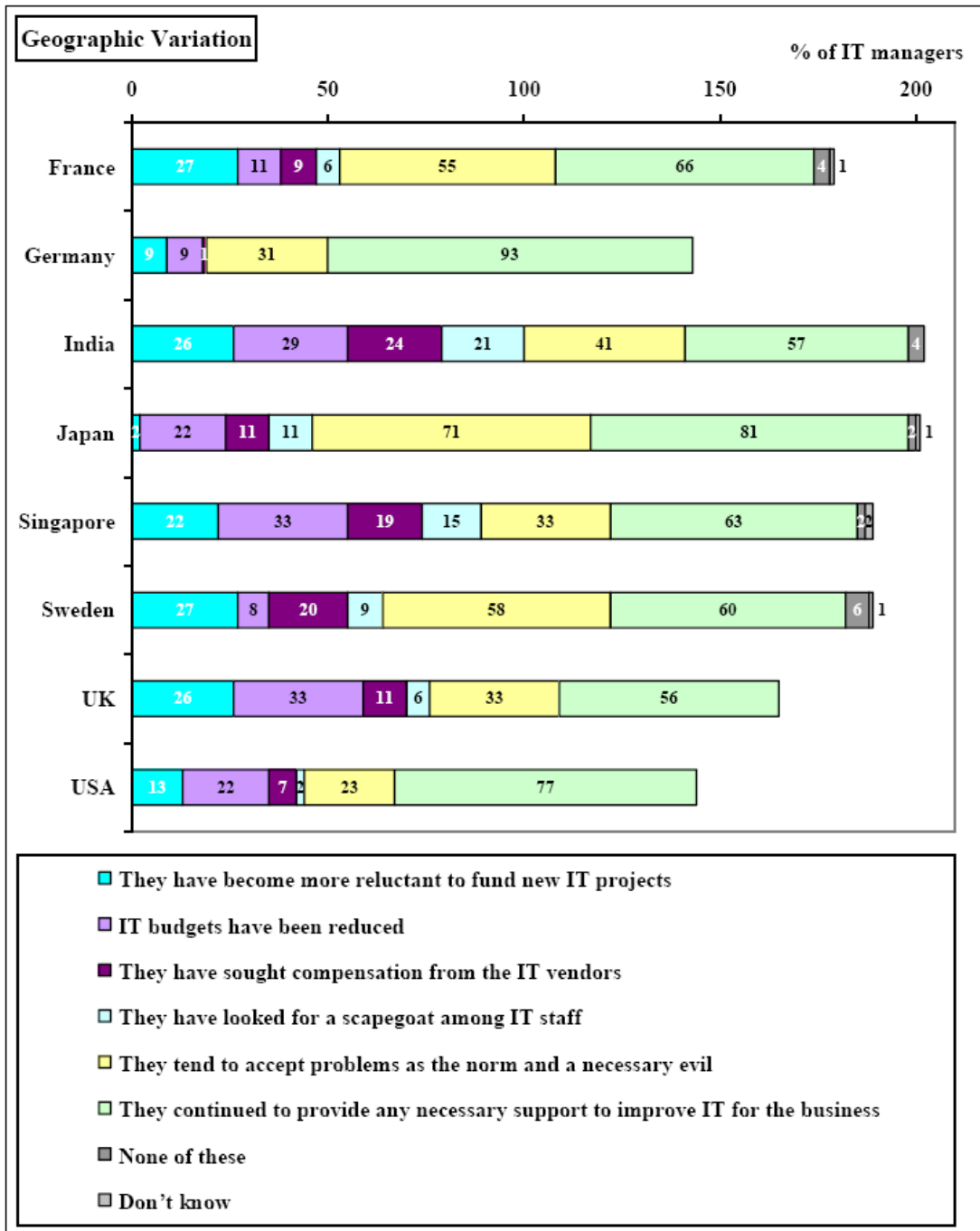
When IT projects have gone wrong, what has been the reaction from the business managers and the Board of Directors?

Reaction to failed IT projects by business managers and the Board



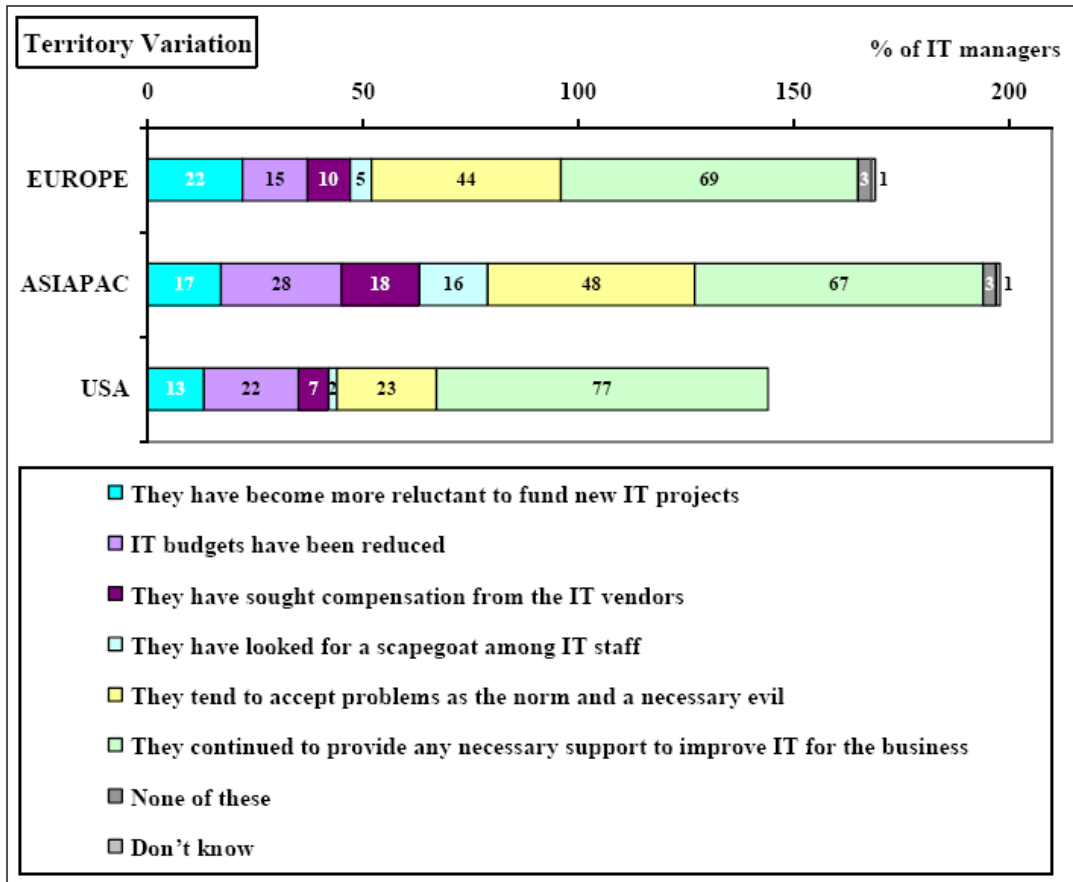
- This might explain why 69% of IT managers say their business managers and the Board continue to provide the necessary support to improve IT for the business.
- In contrast, 19% (almost 1 in 5) say their business managers and the Board have become more reluctant to fund new IT projects after problems.
- Similarly, 21% say IT budgets have been reduced.
- Indeed, 9% of IT managers say the Board and business managers have looked for a scapegoat among IT staff when IT projects have gone wrong.
- Only 13% of organisations have sought compensation from the IT vendor when IT projects have gone wrong.
- 2% say none of these things have happened when IT projects have gone wrong and another 1% are unsure what the reaction of the business managers and the Board has been.

Please turn to next page for Geographic variations



- More organisations in France (27%), India (26%), Sweden (27%) and the UK (26%) say their business managers and the Board have become more reluctant to fund new IT projects after problems, compared to Germany (9%), Japan (2%), and the USA (13%).
- But, more organisations in India (29%), Japan (22%), Singapore (33%), the UK (33%) and the USA (22%) say IT budgets have been reduced following problems, compared to France (11%), Germany (9%) and Sweden (8%).
- However, more organisations in India (24%), Singapore (19%) and Sweden (20%) have sought compensation from the IT vendor when IT projects have gone wrong, compared to France (9%), Germany (1%) and the USA (7%).
- In contrast, more organisations in India (21%), Japan (11%) and Singapore (15%) say the Board and business managers have looked for a scapegoat among IT staff when IT projects have gone wrong, compared to Germany (zero) and the USA (2%).
- Yet, more organisations in France (55%), Japan (71%) and Sweden (58%) say the business managers and the Board of Directors in their organisation tend to accept problems as the norm and a necessary evil, compared to all the other countries (23% to 41%)
- Similarly, more organisations in Germany (93%), Japan (81%) and the USA (77%) say their business managers and the Board continue to provide the necessary support to improve IT for the business, compared to India (57%), Singapore (63%), Sweden (60%) and the UK (56%).
- Finally, more organisations in France (4%), India (4%) and Sweden (6%) say none of these things have happened when IT projects have gone wrong, compared to Germany, the UK and the USA (all zero).

Please turn to next page for Territory variations



- More organisations in Europe (22%) say their business managers and the Board have become more reluctant to fund new IT projects after problems, compared to the USA (13%).
- But, more organisations in AsiaPac (28%) say IT budgets have been reduced, compared to Europe (15%).
- However, more organisations in AsiaPac (18%) have sought compensation from the IT vendor when IT projects have gone wrong, compared to Europe (10%) and the USA (7%).
- And, more organisations in AsiaPac (16%) say the Board and business managers have looked for a scapegoat among IT staff when IT projects have gone wrong, compared to Europe (5%) and the USA (2%).
- Also, more organisations in Europe (44%) and AsiaPac (48%) say the business managers and the Board of Directors in their organisation tend to accept problems as the norm and a necessary evil, compared to the USA (23%).