

3. USE OF INFORMATION TECHNOLOGY

Since the development by many firms of e-business strategies has been influenced by their existing organization of and investments in Information Technology, we would like to obtain some information on your firm's IT function. This information will aid us in our benchmarking analysis of your firm relative to others.

1. General information on your company's IT function:

	1998	2000	2001	2002 (projected)	2004 (projected)
Annual IT Budget (\$000s)					
Percentage of IT budget devoted to Internet-related operations					
IT personnel (#)					
Percentage of IT personnel devoted to Internet-related operations					
Annual IT capital spending (\$000s)					
Percentage of IT capital spending devoted to Internet-related operations					

2. Where is the IT group currently located within your company?

<i>IT Group Location</i>	
Each part of the organization has its own IT group	<input type="checkbox"/>
IT is a stand-alone division/group run as a cost center	<input type="checkbox"/>
IT is part of a shared services organization	<input type="checkbox"/>
IT is part of the central management/headquarters organization	<input type="checkbox"/>
Other _____	<input type="checkbox"/>

3. How (if at all) has the organization of the IT function changed within your company during the past 3 years?

<i>Changes in IT Organization</i>	
The IT group has not changed	<input type="checkbox"/>
The IT group was decentralized but is now centralized	<input type="checkbox"/>
The IT group was centralized but is now decentralized	<input type="checkbox"/>
The IT group was part of another division/group but is now stand-alone	<input type="checkbox"/>
The IT group was stand-alone but is now part of another division/group	<input type="checkbox"/>
Other _____	<input type="checkbox"/>

4. For the following list of applications please indicate whether your company has deployed the application. If the application was deployed, indicate whether it was internally developed and whether it was considered a success. (Check Box if Yes)

a. Infrastructure Applications	<i>Application Deployed</i>	<i>Developed Internally</i>	<i>Deployment Successful</i>
Data Warehousing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Middleware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extranet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Firewalls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encryption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. Operations/Supply Chain Applications	<i>Application Deployed</i>	<i>Developed Internally</i>	<i>Deployment Successful</i>
Enterprise Resource Planning (ERP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchase Order Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inventory Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automated Order Tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Data Management (PDM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CAD/CAM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design to Manufacture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c. Marketing/Sales Support Applications	<i>Application Deployed</i>	<i>Developed Internally</i>	<i>Deployment Successful</i>
Customer Relationship Management (CRM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Data Warehouse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web-Based Customer Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Product Manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote/Automated Service and Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Diagnostics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

d. Administrative/ Productivity Applications	<i>Application Deployed</i>	<i>Developed Internally</i>	<i>Deployment Successful</i>
Electronic Transactions (EFT/EDI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web-based Internal Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decision Support/Simulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groupware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How frequently do (1) employees in your organization, (2) suppliers, and (3) customers exchange information using the following systems?

Information Sharing Application	<i>Extent of Use Internally</i>	<i>Extent of Use with Suppliers</i>	<i>Extent of Use with Customers</i>
	Low ← Extent → High	Low ← Extent → High	Low ← Extent → High
e-mail systems	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
ERP applications (e.g. SAP, Oracle, Baan, Peoplesoft)	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
Intranet Applications (e.g. on-line purchasing systems)	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
EDI System	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
Other (explain)	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7