

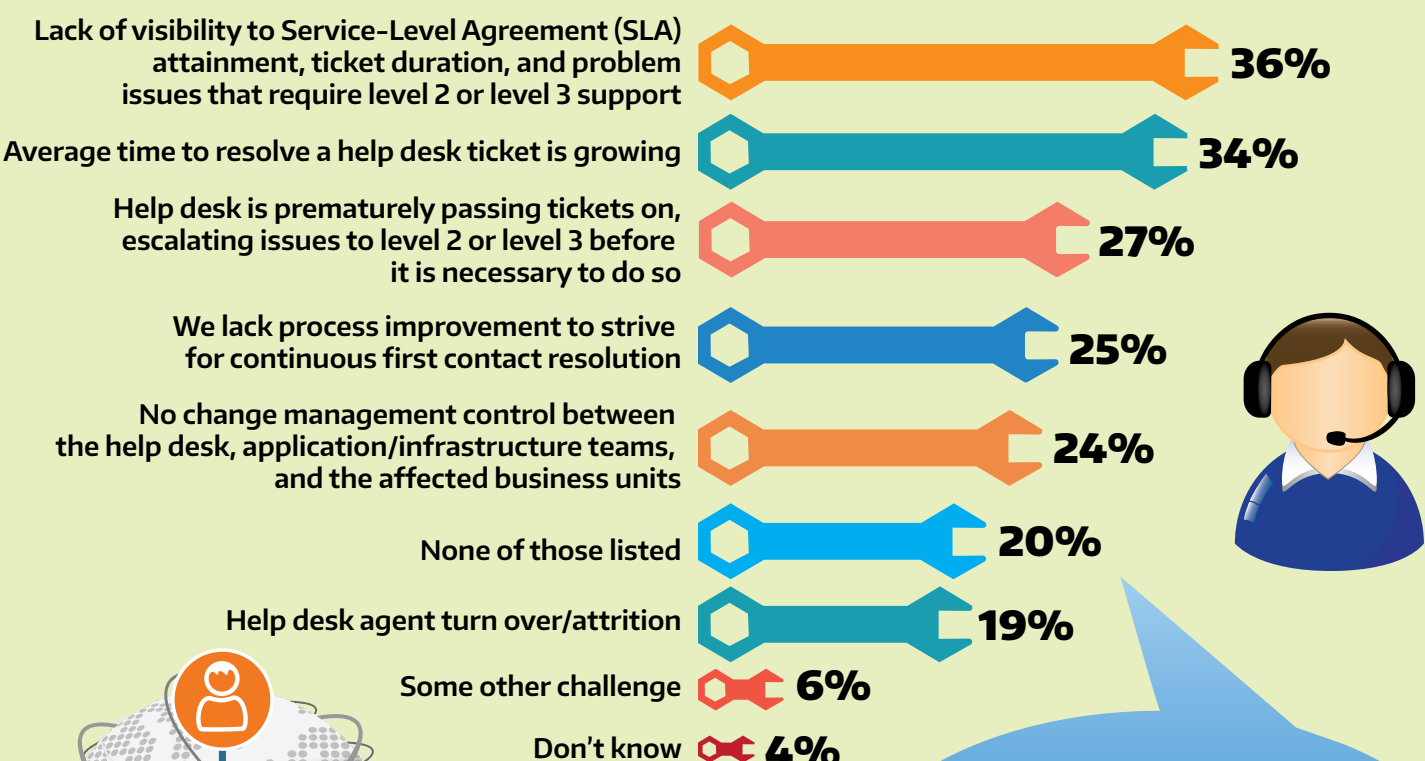
The Pulse of IT

What our latest stats reveal around Lifecycle

IDG
Research Services

Q.1

Which, if any, of the challenges below is your company experiencing with respect to end user support through your IT help desk?

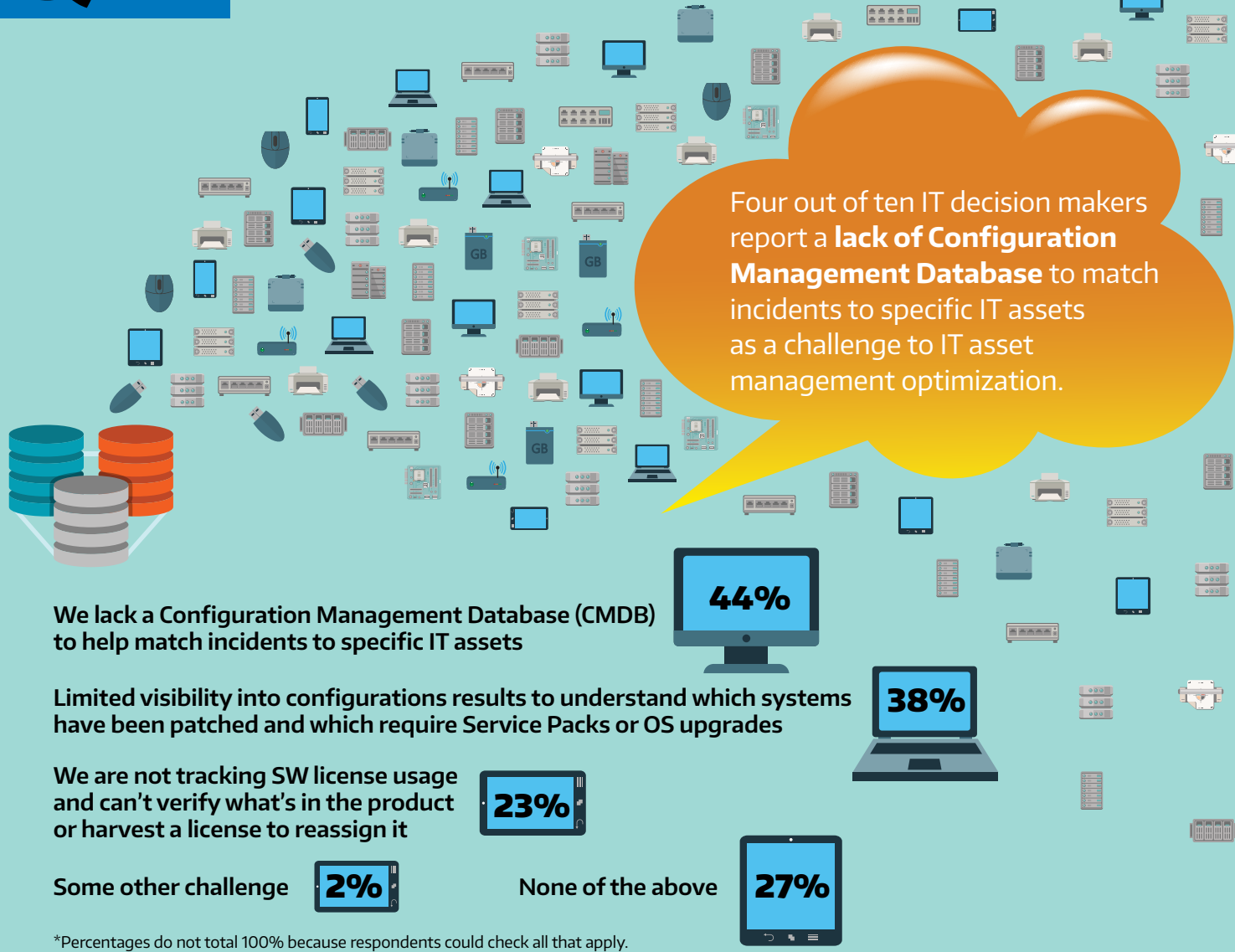


Challenges with **end user support**? One-third of IT decision makers state there is an issue with the average time to resolve a help desk ticket.

*Percentages do not total 100% because respondents could check all that apply.

Q.2

Which, if any, of the following challenges is your company experiencing with respect to optimizing the management of its IT assets?



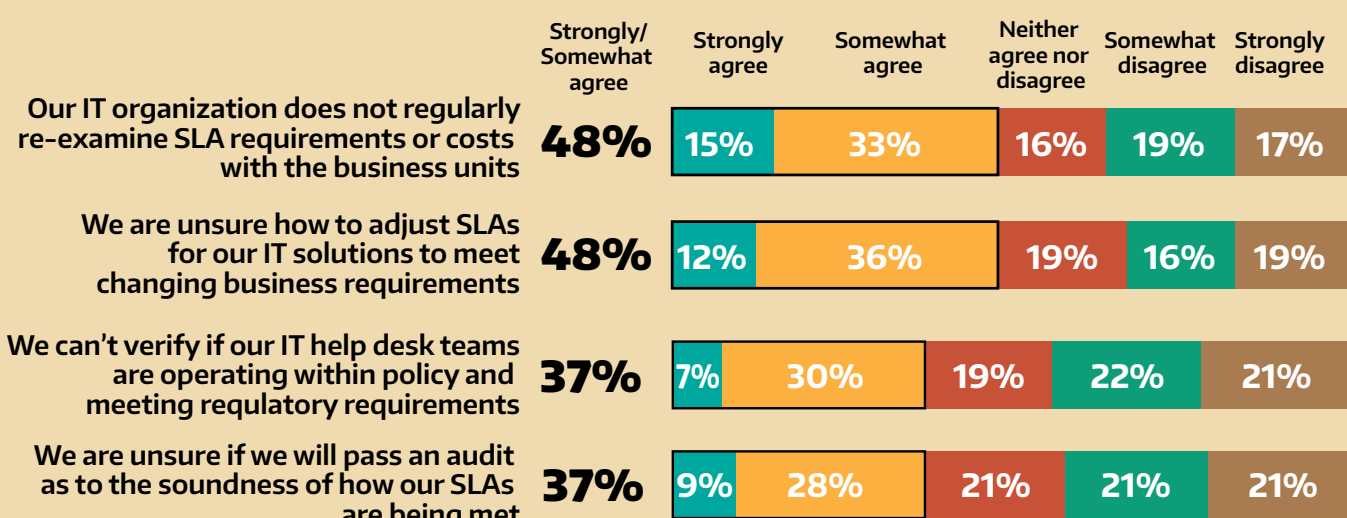
Four out of ten IT decision makers report a **lack of Configuration Management Database** to match incidents to specific IT assets as a challenge to IT asset management optimization.

*Percentages do not total 100% because respondents could check all that apply.

Q.3

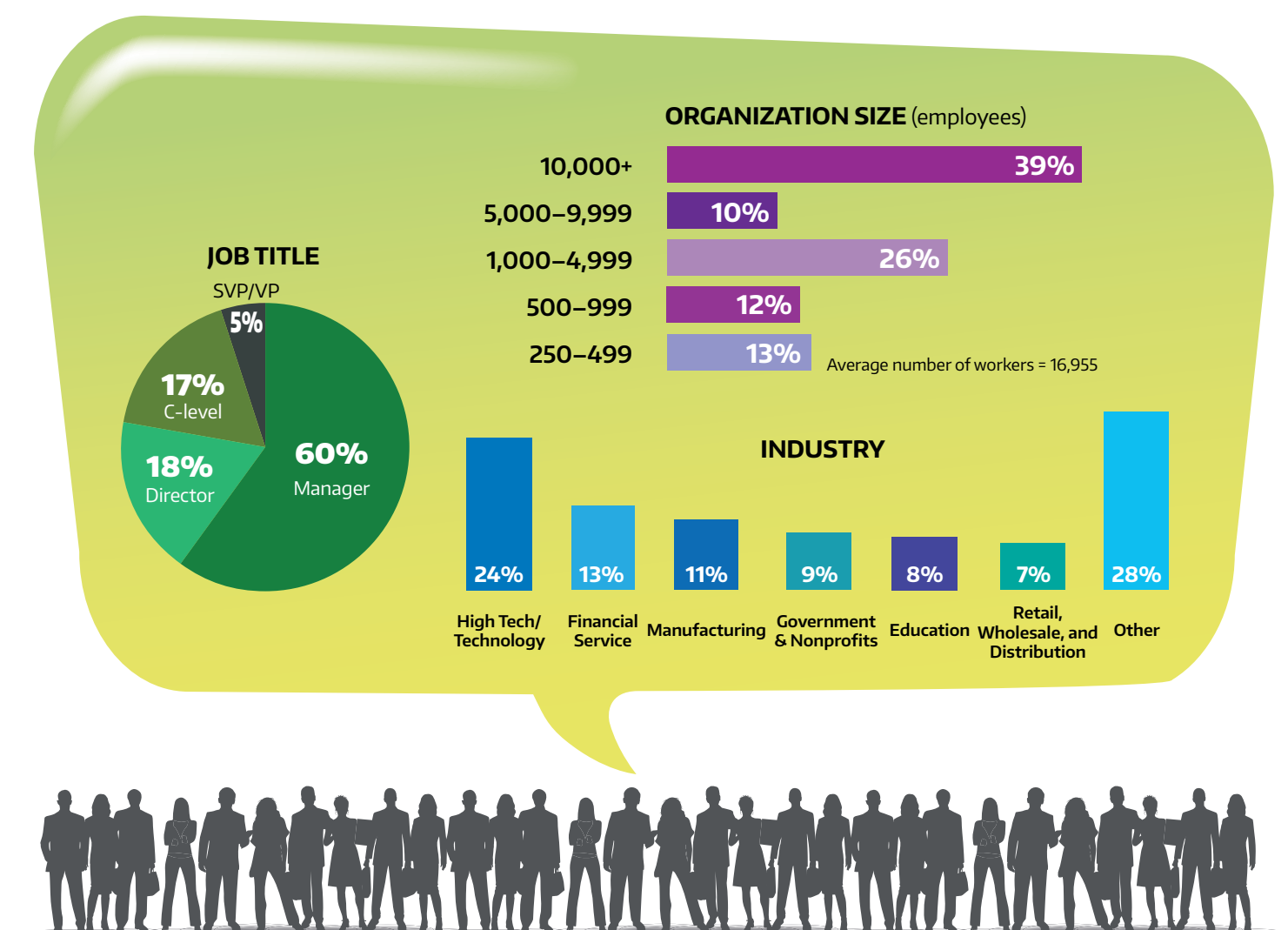
Please rate your level of agreement with the following statements.

Left Out: Nearly 50% of IT decision makers report their IT organization does not regularly re-examine SLA requirements or costs with the business unit.



Not so confident! **37%** unsure if they will pass an audit that examines their track record of meeting SLA requirements.

Respondent Profile



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IDG December 8, 2015 TechPulse poll. Base = 135 IT decision makers.

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