

Business Manager Survey Composite Score Comparison



	Technology Infrastructure (IBM)	Managed Network (AT&T)
2009 Baseline	6.73	6.79
2010 1st Half	3.94	4.26
2010 2nd Half	4.15	4.81
2011 1st Half	3.66	4.46

All surveys are conducted using a 10-point scale, with 10 being the most positive.