

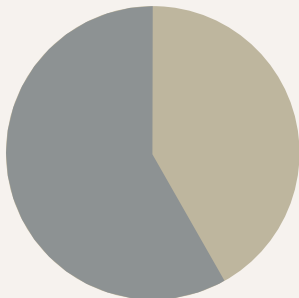
# Using and Managing Wireless Technology

**CW SURVEY:**  
Wireless on  
the Rise

Computerworld asked 120 IT professionals about the use of wireless technologies in their organizations.

## QUESTION 1: DOES YOUR IT DEPARTMENT SUPPORT WIRELESS TECHNOLOGY NOW?

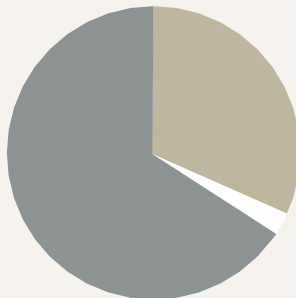
n Yes (50)	42%
n No (70)	58%



## QUESTION 2: DOES YOUR ORGANIZATION PLAN TO USE AND SUPPORT WIRELESS TECHNOLOGY IN THE FUTURE?

(Asked of the 70 who answered "no" to question 1)

n Yes (46)	66%
n No (22)	31%
n Don't know (2)	3%



## QUESTION 3: WHAT ARE YOUR TOP CHALLENGES IN SUPPORTING AND/OR MANAGING WIRELESS TECHNOLOGY? (Top five responses; each respondent listed three challenges)

1 Security	52%
2 Reliability of wireless technologies	50%
3 Integrating with "wired" infrastructure	34%
4 User training	30%
5 Providing front-line or real-time help desk support	28%