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EXECUTIVE SUMMARY - IT Skills and Certifications Pay Index™ Q1 2008 Update

Spurred by a widening supply/demand gap for many SAP skills, overall pay for IT skills continues its ascent despite recession jitters

Meanwhile, IT certifications pay remains on a steady decline (with a few exceptions)

Vero Beach, FL, May 17, 2008 – The market values of 166 IT skills surveyed in the first quarter of 2008 continued their steady climb that began in mid-2005, **up nearly 2 percent overall for the six month period ending April 1st, 2008, and more than 6 percent higher for the year.** But average pay for 164 IT **certifications** posted a seventh straight quarterly decline, **down 1.6 percent and 3 percent, respectively,** according to the newest quarterly update of Foote Partners *IT Skills and Certifications Pay Index™* (ITSCPI) that surveys pay for 330 IT skills and certifications earned by 21,675 IT professionals in the US and Canada. Founded in 1997, Foote Partners is a Vero Beach, Florida based IT workforce research consultancy specializing in IT labor force benchmark research and trend analysis.

“Continued divergence in premium pay for certified versus noncertified IT skills was not unexpected in our latest ITSCPI update, because for the most part employers are still fiercely competing for IT talent and they’re continuing to balance requirements for non-technical experience and expertise against pure technical abilities in filling jobs, which has had the combined effect of depressing demand for IT certifications somewhat,” notes David Foote, the firm’s co-founder, CEO and Chief Research Officer. “But more to the point, employers have become comfortable using skills pay as a work-around solution for differentiating pay in IT workers who, though they may share job titles, do not necessarily share job content. That’s become a big problem for employers because salary surveys are traditionally benchmarked to job titles and re-titling IT

workers is harder than it sounds. Anything that can be used to bring IT professionals to true market pay levels for their specialized skills will help recruitment efforts and, at least for a little while, keep the predators at bay.”

“What’s new this time is that a large vendor with a particularly popular set of products has been aggressively expanding and transitioning its product lines and moving its customer base down market, where the battle for skills and people is fought with a different set of rules and requirements. It’s caused skills and labor shortages that have gripped sizable segments of the employment market in North America and around the world and created some nasty supply and demand fluctuations. And there has been a cascading effect in the supply/demand cycles for these skills---it’s not happening all at one time. Some of these skills pay spikes have hit during the last few quarters. That vendor is SAP.”

With nearly 48,000 companies in 120 countries using its software, SAP has been the leading provider of enterprise resource planning software for some time. It has leveraged that position to expand into related fields, including business intelligence and customer relationship management, while also introducing its NetWeaver technology and applications platform which is focused on increasing interoperability between enterprise data and SAP’s large family of software products. Meanwhile it has been successful in bringing small and mid-sized customers into the SAP family: these accounts now comprise two-thirds of their installed base.

“The combination of these strategies and SAP’s obvious success and large installed base can only cause disruptions in the skills market because it’s a well known fact that jobs and skills acquisition lag new product introductions, and sometimes by a considerable time period,” notes Foote. “SAP’s story is one that we’ve seen countless times before: high tech companies as victims of their own success. With this skills shortage catching up with them, they are publicly acknowledging their dilemma and starting to pursue initiatives to reduce customer stress levels.”

“The questions SAP needs to ask itself are these: (1) How many new or improved products can customers realistically absorb, and with what kind of staffing?; (2) Is everyone on board who has to be to bring these skills gaps to a manageable level?; (3) Can we continue expanding a base of mid-market users and keep both them and long time, large company customers equally content, recognizing that labor needs among the two

bases differ considerably?; and (4) If we can build confidence in the marketplace that new manpower initiatives will bear fruit, how fast can we move on these?”

SAP took on a tough skills challenge when it increased its penetration in the small to mid-sized (SMB) market, observes Foote. “This segment has different staffing behaviors than large companies. For near term alternatives to paying top dollar in the open jobs market or being forced to hire expensive consultants, SMB’s have more constraints, fewer options, and much less wiggle room.”

“One of the things skills shortages and pay spikes do is force customers to accelerate the learning curve internally, grow their own expertise. For any employer, that’s very hard to do without a lot of discipline, which many do not have, nor do they have the luxury of time. But for the small to medium sized company it can be impossible,” explains Foote. “SAP workers in these work environments wear multiple hats and require more than one specialization. They need to be experienced and hit the ground running when they arrive, and they’re usually too busy to train other people. These are employers who usually have little or no bench strength compared to larger employers who can shift resources. Minimum requirements, for example, are typically six years SAP experience for project managers, three to five years for mid- to senior- level administrators, and four to six years SAP experience for mid- to senior-level developers, who also need SAP module or functional business specializations.”

Continues Foote, “At the recent SAPPHIRE show a senior SAP executive publicly stated, ‘I would say, if you were to poll the customers [in Canada] today, or even in the United States, I am not aware of a single customer that was not able to move forward with a project because of the lack of [staffing] resources.’ While I wouldn’t doubt the veracity of that executive’s personal observations, I truly believe there are many knowledgeable people inside and outside of SAP who if asked could acknowledge multiple instances of the skills shortage influencing SAP project planning, in particular the decision to upscale or upgrade SAP installations or add capabilities with additional SAP products and services.”

Where is the IT skills squeeze tightest?

As a rule, growth in pay for a skill indicates demand exceeding supply and will fluctuate over time according to the interplay between supply and demand. By analyzing the fluctuations in pay performance for a single skill (or lack of) over various time periods, inferences can be made about the market for that skill. Combined with other information---vendor strategies, competitive forces, and customer attitudes and behaviors, for instance---understanding what's occurring in the current market and formulating projections into the future is possible.

Noncertified IT Skills Trends

In Foote Partners analysis of data from the newest quarterly update of the *IT Skills and Certifications Pay Index™*, specifically the most dramatic growth in market value for noncertified skills over the past 6 months and 12 months, SAP products accounted for approximately 25 percent and 30 percent of these skills, respectively. (see Table 1).

Network security management, wireless network management, business intelligence, PHP, and SAP MDM topped the list of those skills increasing the most in value over the six months ending April 1, 2008, recording growth of between 20 percent and 25 percent (Table 1). Next of line, at between 16.7 percent and 18.2 percent growth were **Oracle database, SAP ERP** and **NetWeaver BI** skills, following by **SAN** skills (+14.3 percent), and several noncertified skills showing 12.5 percent pay increases (**Oracle Workflow, XML, SAP Business Objects, project-level security, unified messaging, and Windows Server**).

It is important to note that increases in market value over the past 6 months for these skills accounted for a large portion of each skill's annual performance too, indicating accelerating market demand and the likelihood that prices for these skills will rise more sharply as the supply/demand gap widens over the next several months. Extensive recent discussions with our customers and nearly 2,000 research partner employers give us now reason to think otherwise.

Table 1: Largest Market Value Increases for Noncertified IT Skills (through 4/1/08)

(Source: Footo Partners LLC, [IT Skills & Certifications Pay Index](#))

Q1 2008	6 mos.	ANNUAL
	% change - last 6 mos	% change - last 12 mos
RISING SKILLS PAY: Noncertified Skills		
Network security management	25.0%	37.0%
Wireless network management (LANs, GSM)	22.2%	22.2%
Business intelligence	20.0%	33.3%
PHP	20.0%	20.0%
SAP MDM (Master Data Management)	20.0%	20.0%
Oracle DB / 8i/9i/10g/11i	18.2%	30.0%
SAP ERP	18.0%	na
NetWeaver BI (SAP BW)	16.7%	16.7%
SAN/Storage Area Networking	14.3%	23.1%
Oracle Workflow	12.5%	na
XML (all variants)	12.5%	23.0%
SAP Business Objects	12.5%	12.5%
Security (various, project-based)	12.5%	12.5%
Unified messaging (various)	12.5%	12.5%
Windows Server 2003 (all editions)	12.5%	12.5%
Database management	11.1%	22.0%
VoIP/IP telephony	11.1%	11.1%
SAP HCM (SAP HR)	11.1%	0.0%
CRM	10.0%	na
SAP CRM (Customer Relationship Management)	10.0%	na
SAP MM (Materials Management)	10.0%	18.2%
SAP Netweaver Applications Server	9.1%	na
AJAX (Asynchronous JavaScript and XML)	9.1%	20.0%
Oracle Enterprise Apps	9.1%	19.0%
Apple OSX/Leopard	9.0%	12.0%
NetWeaver	7.1%	15.4%
Microsoft .Net (Visual Studio .Net, Visual Basic .Net, ASP.Net)	6.7%	14.3%

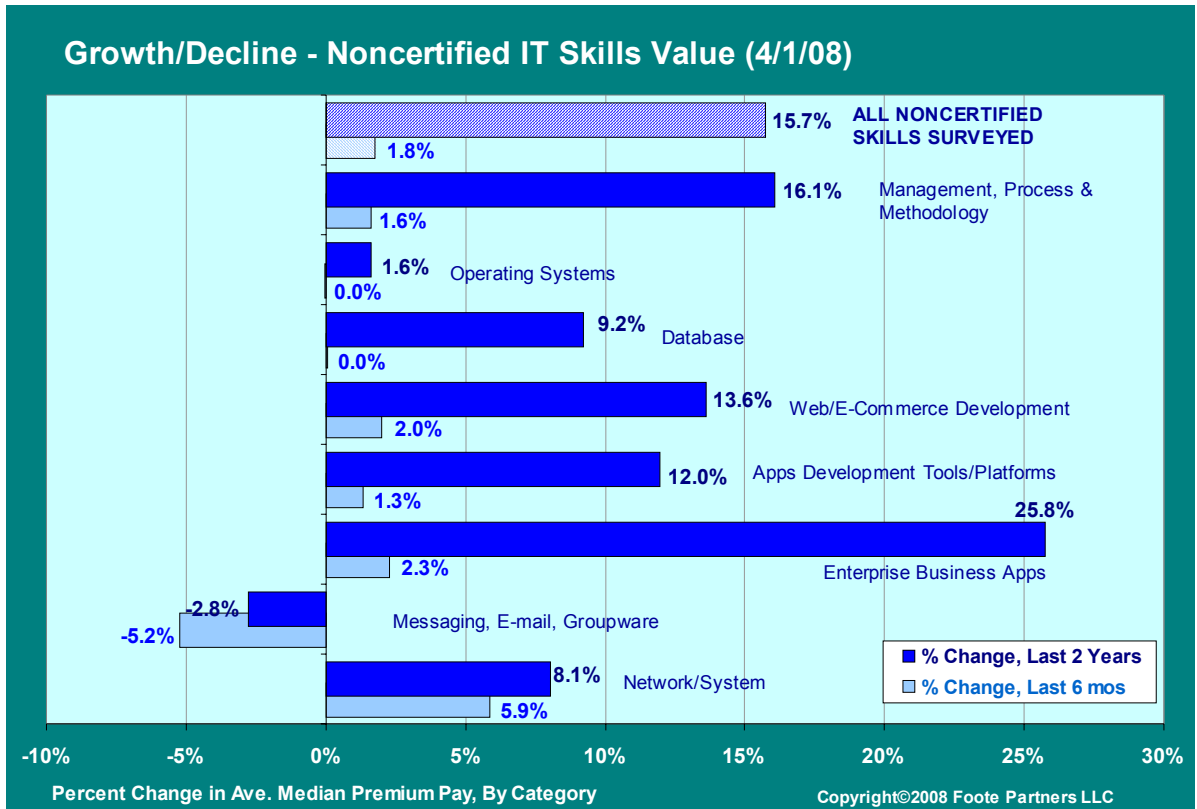
Compared to all other noncertified IT skills groups, **Enterprise Applications Development** skills have seen dramatically higher growth in pay over the past two years: +25.8 percent (Table 2, Figure 1). Among the top paying skills in this category right now: **NetWeaver BI, SAP ERP, Oracle Enterprise Applications, SAP BI Accelerator, SAP MDM, SAP CO, SAP FI, NetWeaver Applications Server, SAP PS, SAP CRM, SAP IM , and SAP MM.**

Table 2: Pay Performance by Category – Noncertified IT Skills

(Source: Foote Partners LLC, [IT Skills & Certifications Pay Index](#))

Ave. Premium Pay - Single Skill as a % of Base Salary (Median)						
NONCERTIFIED SKILLS CATEGORIES	1Q 2006	1Q 2007	1Q 2008	% Change 6 mos	% Change ANNUAL	% Change 2 yrs
Systems/Networking & Communications	7.3%	7.4%	7.9%	5.9%	7.1%	8.1%
Messaging, E-mail, Groupware	6.2%	6.2%	6.0%	-5.2%	-2.8%	-2.8%
Enterprise Business Applications	7.4%	8.8%	9.3%	2.3%	5.6%	25.8%
Apps Development Tools & Platforms	7.4%	8.0%	8.3%	1.3%	4.7%	12.0%
Web/E-Commerce Development	7.0%	7.6%	7.9%	2.1%	3.9%	13.6%
Database	7.4%	7.6%	8.1%	0.0%	6.6%	9.2%
Operating Systems	6.8%	6.8%	6.9%	0.0%	1.6%	1.6%
Management/Methodology/Process	8.0%	8.8%	9.3%	1.6%	6.2%	16.1%
166 NONCERTIFIED SKILLS SURVEYED	7.1%	7.8%	8.3%	1.7%	6.1%	15.7%

Fig. 1: 2 year Pay Performance by Category – Noncertified IT Skills (through 4/1/08)
(% Change in Average Median Pay for a Single Noncertified IT Skill)



The **Management, Process and Methodology** category skills has also been a strong skills group in the two year period, gaining over 16 percent value in large part on the popularity of business intelligence skills. Top paying skills in this category right now: **Business Intelligence, Project Management, CRM, and ERP**. Offsetting those gains are recent declines in **ITIL** skills (-11.1 percent in last 6 months) coincident with the introduction of ITIL Version 3 and the repositioning of ITIL as a services lifecycle mgt framework aimed at value creation rather than IT/business alignment. There has been a certain amount of ITIL market confusion as the definition of IT value continues to be debated. A second driver is ITIL's traditional popularity in streamlining IT service management and help desk operations coupled with declining demand for hardware skills and knowledge, including desktop support ('move/add/change' for printers and PCs). Finally, while Version 3 was rolled out with great fanfare in mid-2007, certification courses for the new version were not ready and IT trainers have made do with an ITIL V3 foundation course and various "bridge" courses to fill in gaps. We believe this has confused the market somewhat, further slowing the adoption of ITIL and influencing pay for ITIL skills. This has likewise depressed to some degree overall pay for the ITSCPI's *Management, Process and Methodology* category which is otherwise a very strong group of skills in high demand.

Shift the focus to pay performance over the 12 month period ending April 1st 2008, **Systems/Networking and Communication** skills top all others categories at 7 percent growth, with much of the growth occurring in the second half of the year. Top paying skills right now: **project-level security, virtualization (server and storage), SAN (storage area networking), network security management, wireless network management, RFID, and VoIP/IT telephony**. Close behind in category performance in the same period is the **Database** noncertified skills category with 6.6 percent average pay growth. Top performers here include: **Oracle, SQL Server, database management, and Java Database Connectivity** skills.

Top paying skills in other noncertified IT skills categories from the 1st Quarter 2008 edition of Foote Partners *IT Skills and Certifications Pay Index*:

Applications Development Tools and Platforms skills:

- Rapid Applications Development/Extreme Programming(XP)
- Netweaver
- Oracle Developer Suite
- SQL Windows
- C#

Web/eCommerce Development skills:

- AJAX (Asynchronous JavaScript and XML)
- Microsoft .NET (Visual Studio .Net, Visual Basic .Net, ASP.Net)
- Microsoft Commerce Server
- Microsoft Identity Integration Server
- WebSphere

Regarding declining skills value, signifying instances where the gap between skills supply and demand is narrowing, there is some positive news for SAP customers: SAP related skills accounted for between 22 percent and 28 percent of skills showing market value declines over the past six months and twelve months, respectively (see Tables 3 and 4).

Tables 3 and 4: Largest Market Value Declines for Noncertified IT Skills (through 4/1/08)

(Source: Foote Partners LLC, [IT Skills & Certifications Pay Index](#))

Q1 2008	6 mos.	ANNUAL
	% change - last 6 mos	% change - last 12 mos
DECLINING SKILLS PAY: Noncertified Skills		
MySQL	-20.0%	-25.0%
Jini (Sun)	-20.0%	-20.0%
Microsoft Visio	-16.7%	-16.7%
Microsoft Exchange	-14.3%	-22.0%
Novell Netware	-14.3%	-17.3%
Linux	-14.3%	-14.3%
Lotus Notes/Domino	-14.3%	-14.3%
HP-UX	-12.5%	-12.5%
IPX	-12.5%	-12.5%
WML	-12.5%	-12.5%
ABAP	-11.1%	-11.1%
ITIL	-11.1%	0.0%
SAP Basis	-11.1%	na
SAP Payroll	-10.0%	-25.0%
SAP Sales & Distribution (SD)	-9.1%	-11.1%
RFID (radio frequency identification)	-9.1%	-9.1%
Microsoft SQL Server	-8.3%	-8.3%
SAP BI Accelerator	-7.7%	0.0%
SNA	-3.3%	-3.3%

Q1 2008	6 mos.	ANNUAL
	% change - last 6 mos	% change - last 12 mos
DECLINING SKILLS PAY: Noncertified Skills		
MySQL	-20.0%	-25.0%
SAP Payroll	-10.0%	-25.0%
Microsoft Exchange	-14.3%	-22.0%
Jini (Sun)	-20.0%	-20.0%
Novell Netware	-14.3%	-17.3%
Microsoft Visio	-16.7%	-16.7%
WebSphere	0.0%	-16.7%
Linux	-14.3%	-14.3%
Lotus Notes/Domino	-14.3%	-14.3%
NetWeaver PI (SAP XI)	0.0%	-14.0%
HP-UX	-12.5%	-12.5%
IPX	-12.5%	-12.5%
WML	-12.5%	-12.5%
Perl	0.0%	-12.5%
SAP Web AS Application Server	0.0%	-12.5%
ABAP	-11.1%	-11.1%
SAP Sales & Distribution (SD)	-9.1%	-11.1%
C++	0.0%	-11.1%
RFID (radio frequency identification)	-9.1%	-9.1%
Microsoft SQL Server	-8.3%	-8.3%
SNA	-3.3%	-3.3%

IT Certification Skills Trends

Although overall pay for the 164 IT certifications surveyed in the *IT Skills and Certifications Pay Index™* has endured more than two years of steady quarter-by-quarter declines, two categories of certified skills run counter to this trend and are worth noting: **IT Security** and **Architecture & Project Management**.

As reported in previous news releases, a substantially higher demand for a number of IT security services began building over the last two years as businesses have become increasingly nervous about data security threats and the level of security solutions provided in vendors' products and services. Historically, market forces have been more effective than regulation in moving companies to address security deficiencies in their internal operations. More frequent high profile case of serious security breaches (such as the theft of the personal information involving more than 45 million TJX customers) have created a spike in demand for security skills.

According to David Foote, "Businesses have by no means been ignoring security, but many companies have been seriously understaffed and underskilled in their IT security departments for a long time and they know it. Security certifications are among those that have defined the IT certifications industry from the beginning. Security is a deeply technical domain and certification is an important qualification in areas where technical skills dominate." Continues Foote, "Generally speaking, employers have been searching for IT workers with more than just technical skills, which began substantially changing the landscape of IT jobs and careers over the last few years. They want specific industry, business, process, customer, and technical skills in different combinations to match new IT roles in the enterprise. But with security, the emphasis is still very much about the technology. And with so many employers seriously understaffed in this area, they are in many cases playing catch up and raising the compensation stakes to find the best talent in both security management and rank-and-file staff."

Pay for **IT Security certifications** has risen and average 3.7 percent in the last year (ending April 1st, 2008), at a time when the IT certifications monitored by Foote Partners have lost nearly 3 percent of their value overall. Of the list of eighteen certifications displaying the most growth in pay over the past twelve months,

nine (or 50 percent) are IT security certifications (see Table 6). For the six months ending April 1st, **six of fourteen (or 43 percent) with the most dramatic growth in pay are IT security certifications.**

Table 5 and 6: Largest Market Value Increases for IT Certifications (through 4/1/08)

(Source: Foote Partners LLC, [*IT Skills & Certifications Pay Index*](#))

Q1 2008	6 mos.	ANNUAL
	% change - last	% change - last
RISING PAY: CERTIFIED SKILLS	6 mos	12 mos
Certified Information Security Manager (CISM)	27.3%	33.0%
GIAC Security Expert (GSE)	25.0%	34.5%
Planet3 Certified Wireless Network Administrator (CWNA)	20.0%	20.0%
IT Certified Architect(ITCA/Open Group)	20.0%	20.0%
SAS Certified Advanced Programmer	14.3%	14.3%
Planet3 Certified Wireless Analysis Professional (CWAP)	14.3%	14.3%
Cisco Certified Network Professional (CCNP)	14.3%	14.3%
Planet3 Certified Wireless Security Professional (CWSP)	12.5%	12.5%
Brocade Certified SAN Manager (BCSM)	10.0%	10.0%
Citrix Certified Integration Architect (CCIA)	10.0%	10.0%
Cisco Certified Security Professional (CCSP)	9.2%	20.0%
InfoSys Security Architecture Professional (ISSAP/CISSP)	8.3%	0.0%
Cisco Certified Internetwork Expert (CCIE)	7.7%	7.7%
Certified Information Systems Security Professional(CISSP)	7.7%	7.7%

Q1 2008	6 mos.	ANNUAL
	% change - last	% change - last
RISING PAY: CERTIFIED SKILLS	6 mos	12 mos
GIAC Security Expert (GSE)	25.0%	34.5%
Certified Information Security Manager (CISM)	27.3%	33.0%
Planet3 Certified Wireless Network Administrator (CWNA)	20.0%	20.0%
IT Certified Architect(ITCA/Open Group)	20.0%	20.0%
Cisco Certified Security Professional (CCSP)	9.2%	20.0%
Teradata Certified SQL Specialist	0.0%	16.7%
SAS Certified Advanced Programmer	14.3%	14.3%
Planet3 Certified Wireless Analysis Professional (CWAP)	14.3%	14.3%
Cisco Certified Network Professional (CCNP)	14.3%	14.3%
Certified Hacking Forensics Investigator (CHF)	0.0%	14.3%
Planet3 Certified Wireless Security Professional (CWSP)	12.5%	12.5%
GIAC Certified Intrusion Analyst (GCIA)	0.0%	11.1%
GIAC Systems and Network Auditor (GSNA)	0.0%	11.1%
Brocade Certified SAN Manager (BCSM)	10.0%	10.0%
Citrix Certified Integration Architect (CCIA)	10.0%	10.0%
InfoSys Security Engineering Professional (ISSEP/CISSP)	0.0%	8.3%
Cisco Certified Internetwork Expert (CCIE)	7.7%	7.7%
Certified Information Systems Security Professional(CISSP)	7.7%	7.7%

Among the top paying **IT Security certifications** during 1st Quarter 2008:

- Certified Information Security Manager (CISM)
- Certified Information Systems Auditor (CISA)
- Certified Information Systems Security Professional (CISSP)
- Cisco Certified Security Professional (CCSP)
- InfoSys Security Architecture Professional (ISSAP/CISSP)
- InfoSys Security Engineering Professional (ISSEP/CISSP)
- InfoSys Security Management Professional (ISSMP/CISSP)
- SANS/GIAC .NET (GNET)
- SANS/GIAC Auditing Wireless Networks (GAWN)
- SANS/GIAC Certified Forensic Analyst (GCFA)
- SANS/GIAC Certified Intrusion Analyst (GCIA)
- SANS/GIAC Security Expert (GSE)
- SANS/GIAC Systems and Network Auditor (GSNA)

The **Architecture and Project Management certifications** group has grown in value by 3.3 percent in the past six month (though posting a decline over twelve months – see Table 7 and Figure 2 below). The Open Group’s master level **IT Certified Architect** is the one standout that has been responsible for the increase. Still earning the group’s highest skills premium but losing 6.7 percent in value over the past year: **Project Management Professional** certification

Posting the smallest overall pay decline of any IT certifications category (-1.7 percent over six months; -3.1 percent for the year), the **Networking/Internetworking certifications** group has benefited from solid market demand for **wireless networking** and **SAN (storage area networking)** skill certifications. Among the top paying certifications in this category during 1st quarter 2008:

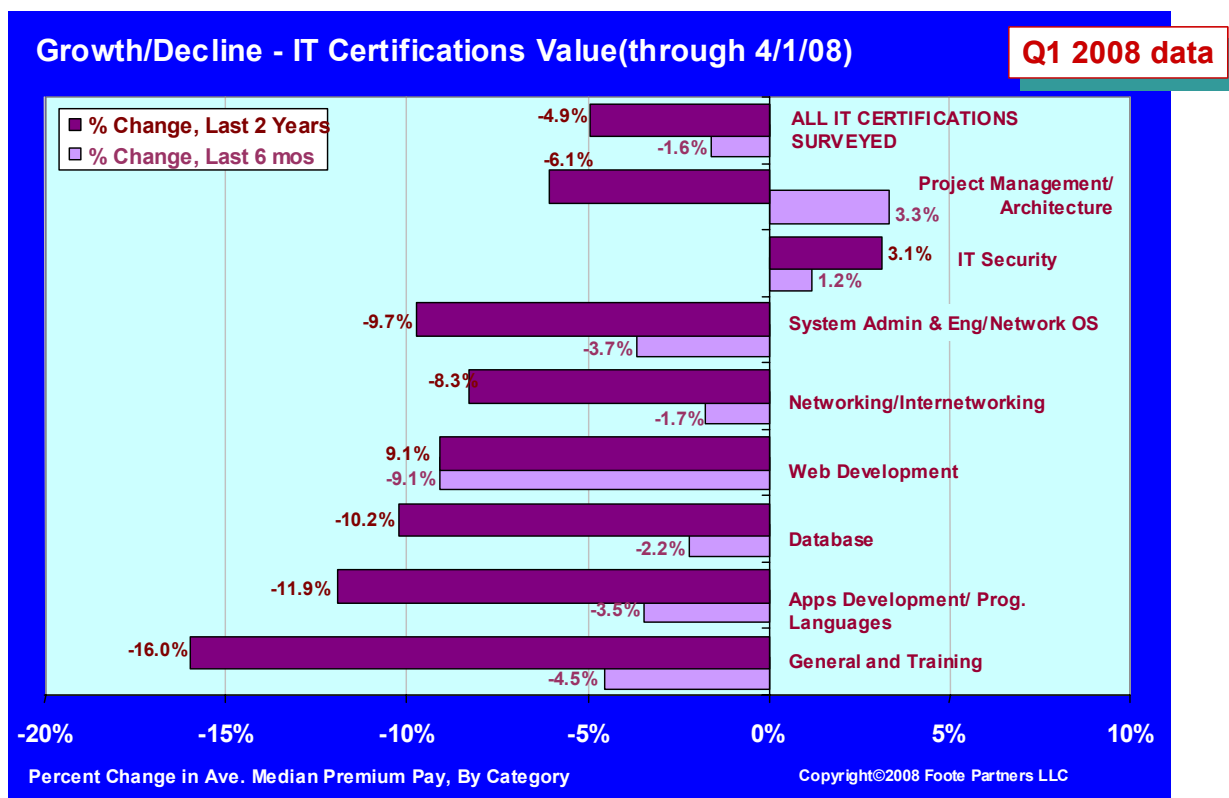
- Cisco Certified Internetwork Expert (CCIE)
- EMC Proven Professional Technology Architect - Expert
- Brocade Certified SAN Manager (BCSM)
- Cisco Certified Systems Instructor (CCSI)
- Cisco Certified Voice Professional (CCVP)
- SNIA Certified Storage Networking Expert
- Cisco IP Telephony Operations Specialist
- EMC Proven Professional Implementation Engineer – Expert
- SNIA Certified Architect
- Avaya Certified Expert
- Cisco Certified Internetwork Professional (CCIP)

Table 7: Pay Performance by Category – IT Certifications

(Source: Foote Partners LLC, *IT Skills & Certifications Pay Index*)

CERTIFICATIONS CATEGORIES	Ave. Premium Pay - Single Skill as a % of Base Salary (Median)			% Change 6 mos	% Change ANNUAL	% Change 2 yrs
	1Q 2006	1Q 2007	1Q 2008			
General and Training	5.0%	4.6%	4.2%	-4.5%	-8.7%	-16.0%
Apps Development/Prog. Languages	8.1%	7.7%	7.1%	-3.4%	-7.3%	-11.9%
Database	8.8%	8.3%	7.9%	-2.2%	-5.2%	-10.3%
Web Development	6.1%	6.3%	5.6%	-9.0%	-12.2%	-9.0%
Networking	9.1%	8.6%	8.4%	-1.8%	-3.1%	-8.3%
System Admin & Eng/Network OS	7.9%	7.6%	7.2%	-3.6%	-5.3%	-9.7%
Security	8.9%	8.9%	9.2%	1.2%	3.7%	3.1%
Architecture/Project Management	11.0%	10.7%	10.3%	3.3%	-3.2%	-6.1%
164 CERTIFIED SKILLS SURVEYED	8.3%	8.1%	7.8%	-1.6%	-2.9%	-5.0%

Fig. 2: 2 year Pay Performance by Category – IT Certifications (through 4/1/08)
(% Change in Average Median Pay for a Single Noncertified IT Skill)



Top paying IT certifications in other certifications categories from the 1st Quarter 2008 edition of Foote Partners *IT Skills and Certifications Pay Index*:

Database certifications:

- Oracle DBA Administrator Certified Master (OCM)
- Teradata Certified Master
- Teradata Certified Application Developer

Systems Administration & Engineering/NOS certifications

- Citrix Certified Integration Architect (CCIA)
- HP Master Accredited Systems Engineer (Master ASE)
- IBM Certified Administrator - SOA Solutions: WebSphere Process Server
- IBM Certified Infrastructure Systems Architect
- Microsoft Certified Architect (MCA)

Applications Development & Programming Languages certifications

- BEA Certified Architect - SOA Enterprise Architecture
- IBM Certified SOA Solution Designer
- IBM Certified Solutions Developer: WebSphere (all)
- Oracle Forms Developer Certified Professional (OCP)
- Sun Certified Enterprise Architect for Java Platform

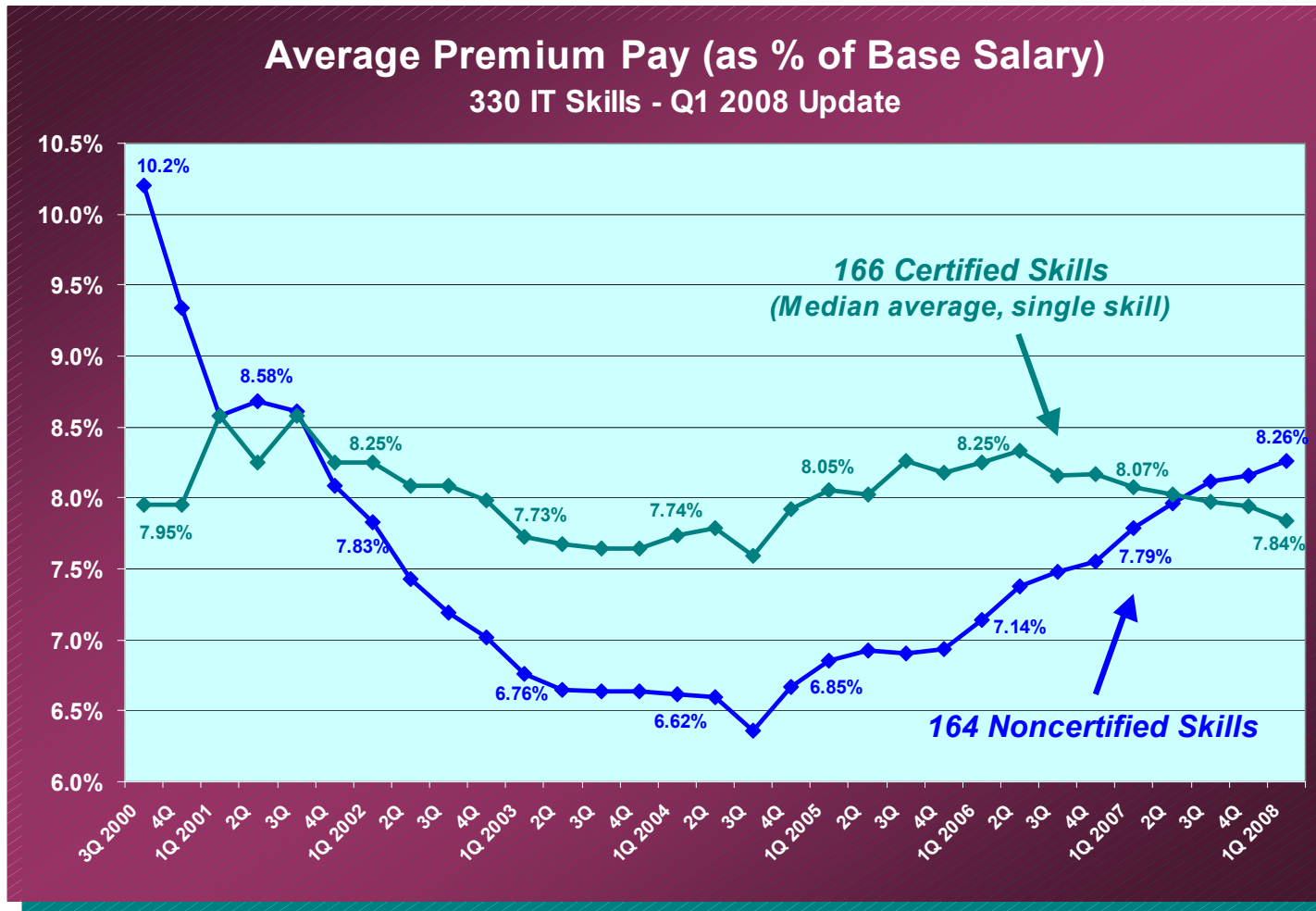
About Foote Partners' IT Skills and Certifications Pay Index™

Foote Partners' primary research report for IT skills and professional certifications pay is the quarterly **IT Skills and Certifications Pay Index (ITSCPI)**, first published in 1999 and updated every three months. 78,000 IT professionals in the U.S. and Canada are surveyed for IT salaries and skills pay earned for 330 certified and noncertified technical and management skills and certifications. Verified skills pay data for 21,675 IT workers has been included in the 1st Quarter 2008 ITSCPI edition, compiled from data collected from January 1, 2008 to April 1, 2008.

IT Skills and Certifications Pay Index™

1st Quarter 2008 edition

Figure 3 – Average % of Base Pay For a Single IT Skill or Certification, 2000 to 2008 (at median)



Source: Foote Partners, IT Skills and Certifications Pay Index™

Figure 4

Average Skills Pay as a % of Base Salary - 330 IT Skills Surveyed (Skills pay verified for 21,675 IT professionals)

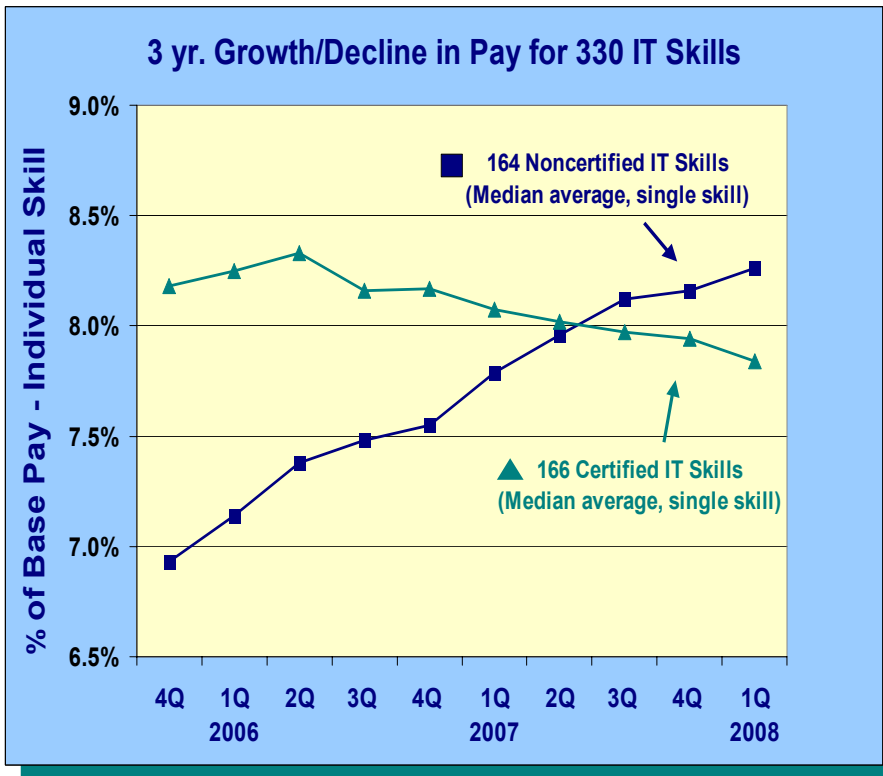
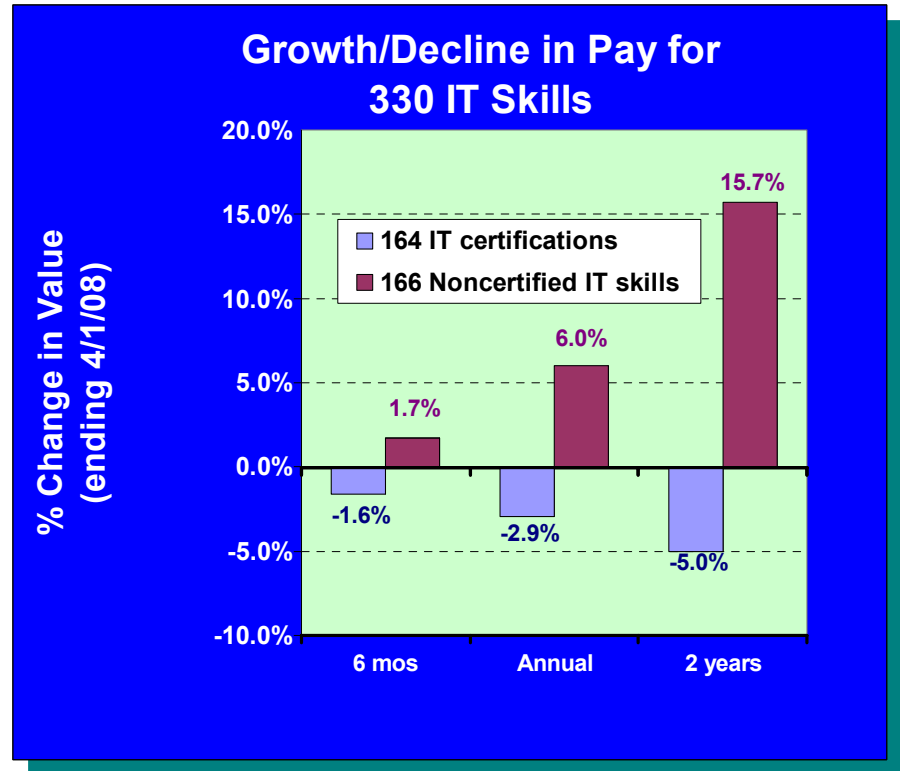


Figure 5

Skills Pay Performance – 6/12/24 mos.: Certified vs. Noncertified IT Skills (skills pay verified for 21,675 IT professionals)



166 Noncertified IT Skills Surveyed (Q1 2008 *IT Skills and Certifications Pay Index™*)

Apps Development Tools & Platforms

- Business Objects
- C
- C#
- C++
- Cobol
- Delphi
- Eclipse
- Flex
- Java/J2EE, SE, ME
- MQSeries
- NetWeaver
- Oracle Developer
- PL/SQL
- Powerbuilder
- Progress/Development tools
- RAD, Extreme Programming (XP)
- Ruby
- Ruby on Rails
- SAS
- SQL Windows
- Tomcat
- Transact-SQL
- Visual Basic
- Visual C++
- Visual J++
- WSDL

Operating Systems

- AIX
- AppleOSX/Tiger/Leopard
- HP-UX
- Linux
- Solaris
- Unix
- Windows XP/2000
- Windows NT
- Windows Server 2003(all editions)

SAP and Enterprise Business Applications

- ABAP (all modules)
- Baan
- J.D. Edwards
- Lawson
- Oracle Enterprise Apps
- Peoplesoft
- Accelerated SAP (ASAP)
- SAP APO
- SAP Basis
- SAP BI Accelerator
- NetWeaver BI/SAP BW
- SAP CA
- SAP CO
- SAP CRM
- SAP EP/NetWeaver Portals
- SAP ERP
- SAP FI
- SAP HCM / SAP HR
- SAP IM
- SAP KW
- SAP LES
- SAP MDM
- SAP MI
- SAP MM
- SAP MRO
- SAP Netweaver Applications Server
- SAP Payroll
- SAP PLM
- SAP PM
- SAP PP
- SAP PS
- SAP QM
- SAP RF/Auto-ID
- SAP SM
- SAP SAM
- SAP SCM
- SAP SEM
- SAP SD
- SAP SRM
- SAP Web Application Server
- SAP WM
- SAP XI/NetWeaver PI
- Siebel

Web/e-Commerce Development

- Active Server Pages
- ActiveX
- Ajax (Asynchronous JavaScript, XML)
- Apache HTTP web server
- BEA WebLogic
- CGI
- Cold Fusion
- Documentum
- HTML/DHTML
- Microsoft Internet Information Server (IIS)
- ISA server
- Java Server Pages
- JavaBeans/EJB
- JBoss applications server
- Microsoft BizTalk Server
- Microsoft Commerce Server
- Microsoft Content Management/Sharepoint Server
- Microsoft Internet Information Server (IIS)
- Microsoft Identity Integration Server 2003
- Microsoft .Net (Visual Basic.Net, Visual Studio .Net, ASP.Net)
- Oracle Workflow
- Perl
- PHP
- Scripting languages (VBScript, Java Script, Jscript)
- SOAP
- Visual Interdev
- VoiceXML
- WebSphere
- XHTML
- XML (all variants)

166 Noncertified IT Skills Surveyed – cont.

Networking/Systems and Communications

- 10Base-T Switching
- APPC
- ATM
- Dynamic Host Configuration Protocol
- Ethernet
- Ethernet Switching
- Gigabit Ethernet
- HTTP
- IPX
- Jini (Sun)
- LAN
- Microsoft NT Server
- Multiprotocol Label Switching
- Network security management
- Novell Netware
- RFID
- Routing (e.g. OSPF)
- SAN/Storage Area Networks
- Security skills (project-based)
- SIP
- SMTP
- SNA
- TCP/IP
- Tivoli
- VoIP
- Virtualization
- WAN
- WAP
- Wireless Network Management
- WML

Database

- Database management
- Java Database Connectivity (JDBC)
- DB2
- dbase/xbase
- Microsoft Access
- Microsoft Exchange 2000 Server
- Microsoft SQL Server
- MySQL
- Oracle DB
- Progress/Apptivity
- Sybase Adaptive Server
- Visual SQL

Messaging, Office and Groupware

- Lotus Notes/Domino
- Microsoft Exchange
- Novell Groupwise
- Outlook/cc:mail/various clients
- Sun Java System Messaging Server
- Unified Messaging (various)

Project Experience

Significant project experience in data warehousing, Web, ERP/ERM, CRM, and other development environments

Management, Methodology and Process

- Business Analysis
- Business intelligence
- CRM
- ERP
- ITIL
- Microsoft Visio
- Project management

164 Certified IT Skills Surveyed (Q1 2008 *IT Skills and Certifications Pay Index™*)

- Avaya Certified Specialist
- Avaya Certified Expert
- BEA Certified Architect - SOA Enterprise Architecture
- Brocade Certified SAN Manager (BCSM)*
- Brocade Certified SAN Designer (BCSD)*
- Certified Ethical Hacker (CEH)
- Certified Hacking Forensics Investigator (CHFI)
- Certified Information Systems Auditor (CISA)
- Certified Information Security Manager (CISM)
- Certified Information Systems Security Professional (CISSP)
- Certified Computing Professional (CCP)
- Check Point Certified Master Architect (CCMA)
- Check Point Certified Security Administrator (CCSA)
- Check Point Certified Security Expert (CCSE)
- Cisco Advanced Wireless LAN Design Specialist
- Cisco Advanced Wireless LAN Field Specialist
- Cisco Certified Design Associate (CCDA)
- Cisco Certified Design Professional (CCDP)
- Cisco Certified Internetwork Expert (CCIE)
- Cisco Certified Internetwork Professional (CCIP)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Security Professional (CCSP)
- Cisco Certified Systems Instructor (CCSI)
- Cisco Certified Voice Professional (CCVP)
- Cisco Firewall Specialist
- Cisco Information Security Specialist
- Cisco IP Communications Express Specialist
- Cisco IP Contact Center Express Specialist (CPCC)
- Cisco IP Telephony Design Specialist
- Cisco IP Telephony Support Specialist
- Cisco Network Admission Control Specialist*
- Cisco Rich Media Communications Specialist
- Cisco Storage Networking Design Specialist
- Cisco Storage Networking Support Specialist
- Cisco Unity Design Specialist*
- Cisco Unity Support Specialist*
- Cisco VPN Specialist*
- Cisco Wireless LAN Support Specialist
- Cisco/Certified Internetwork Expert (CCIE)
- Citrix Certified Integration Architect*
- Citrix Certified Administrator (CCA)
- Citrix Certified Enterprise Administrator (CCEA)
- Compaq/Accredited Systems Engineer (ASE)
- Compaq/Master Accredited Systems Engineer
- CompTIA/PC Technician (A+)
- CompTIA Convergence+
- CompTIA/Linux Administrator (Linux+)
- CompTIA/Network Technician (Network+)
- CompTIA/Internet Technician (i-NET+)
- CompTIA Project+(Project+)
- CompTIA Security+
- CompTIA RFID+*
- CompTIA Certified Technical Trainer (CTT+)
- EC-Council Certified Security Analyst
- EMC Proven Professional Technology Architect – Expert
- EMC Proven Professional Technology Architect – Specialist
- EMC Proven Professional Storage Administrator – Expert
- EMC Proven Professional Storage Administrator – Specialist
- EMC Proven Professional Implementation Engineer
- HP/Accredited Systems Engineer (ASE)
- HP/Certified Systems Engineer
- HP/Certified Systems Administrator
- HP/Certified Systems Engineer
- HP/Master Accredited Systems Engineer (Master ASE)
- IBM DB2 Universal Database Certified Solutions Expert
- IBM Certified Database Administrator
- IBM Certified Solutions Developer: WebSphere
- IBM Certified Advanced Technical Expert - pSeries and AIX 5L
- IBM Certified Applications Developer
- IBM Certified Administrator - SOA Solutions: WebSphere Process Server
- IBM Certified Infrastructure Systems Architect
- IBM Certified Systems Expert - pSeries and AIX 5L
- IBM Certified SOA Solution Designer
- IBM Certified Specialist - AIX Basic Ops
- IBM Certified Specialist – iSeries
- IBM Certified Systems Expert - i5 iSeries
- IBM Certified Systems Administrator
- InfoSys Security Management Professional (ISSMP/CISSP)
- InfoSys Security Architecture Professional (ISSAP/CISSP)
- InfoSys Security Engineering Professional (ISSEP/CISSP)
- IT Certified Architect (ITCA/Open Group)
- Linux Professional Institute certification
- Lotus/Certified Lotus Specialist (CLS)
- Microsoft Certified Applications Developer (MCAD)
- Microsoft Certified Architect
- Microsoft Certified Database Administrator (MCDBA)

164 Certified IT Skills Surveyed - cont'd.

- Microsoft Certified Applications Developer (MCAD)
- Microsoft Certified Database Administrator (MCDBA)
- Microsoft Certified Desktop Support Technician (MCDST)
- Microsoft Certified IT Professional (MCITP/all)
- Microsoft Certified Professional Developer (all)
- Microsoft Certified Professional (MCP)
- Microsoft Certified Professional+Internet (MCP+I)
- Microsoft Certified Solution Developer (MCSA)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Trainer (MCT)
- Microsoft MCSA: Messaging (MCSA: Messaging)
- Microsoft MCSA: Security (MCSA: Security)
- Microsoft MCSE: Messaging (MCSE: Messaging)
- Microsoft MCSE: Security (MCSE: Security)
- Microsoft MCSE+Internet (MCSE+I)
- Certified MySQL 4.0 Professional (MySQL-Prof)
- Certified MySQL 5.0 Database Administrator
- Nortel Networks Certified Design Expert (NCDE)
- Nortel Networks Support Expert (NCSE)
- Novell/Certified Internet Professional (CIP)
- Novell Certified Linux Engineer (Novell CLE)
- Novell Certified Linux Professional (Novell CLP)
- Novell/Certified Novell Engineer (CNE)
- Novell/ Master Certified Novell Engineer (Master CNE)
- Novell/Certified Novell Administrator (CNA)
- Novell/Certified Directory Engineer (NCDE)
- Oracle Certified Professional/Apps Developer(OCP-AD)
- Oracle DBA Certified Administrator (OCA)
- Oracle DBA Certified Professional (OCM)
- Oracle Certified Professional/Internet AD (OCP)
- Oracle Forms Developer Certified Professional
- Planet3 Certified Wireless Analysis Professional (CWAP)
- Planet3 Certified Wireless Network Administrator (CWNA)
- Planet3 Certified Wireless Network Trainer (CWNT)
- Planet3 Certified Wireless Security Professional (CWSP)
- Project Management Professional (PMP)
- Prosoft/CIW Associate (CIW Associate)
- Prosoft/Master CIW Administrator
- Prosoft/Master CIW Designer
- Prosoft/Master CIW Enterprise Developer
- Prosoft/Master CIW Web Site Manager
- Red Hat Certified Architect (RHCA)
- Red Hat Certified Engineer (RHCE)
- Red Hat Certified Technician (RHCT)
- SANS/GIAC .NET (GNET)*
- SANS/GIAC Auditing Wireless Networks (GAWN)*
- SANS/GIAC Certified Firewall Analyst (GCFW)
- SANS/GIAC Certified Forensic Analyst (GCFA)
- SANS/GIAC Certified Incident Handler (GCIH)
- SANS/GIAC Certified Intrusion Analyst (GCIA)
- SANS/GIAC Certified Network Auditor (GCNA)
- SANS/GIAC Certified Security Essentials (GSEC)
- SANS/GIAC Certified Unix Security Admin(GCUA)
- SANS/GIAC Certified Windows Security Admin (GCNT)
- SANS/GIAC Security Audit Essentials (GSAE)*
- SANS/GIAC Security Expert (GSE)
- SAS Certified Advanced Programmer*
- SAS Certified Base Programmer*
- Siebel Certified Consultant (SCC)
- Siebel Customer Certified Consultant (SCCC)
- Siebel Certified Instructor (SCI)
- Siebel Customer Business Analyst (SCBA)
- SNIA Certified Architect
- SNIA Certified Storage Networking Expert
- SNIA Certified Systems Engineer
- Sniffer Certified Master
- Sun Certified Programmer for the Java 2 Platform
- Sun Certified Developer for the Java 2 Platform
- Sun Certified Enterprise Architect for the Java 2 Platform, Enterprise Edition
- Sun Certified Network Administrator for Solaris OS
- Sun Certified Systems Administrator for Solaris OS
- Systems Security Certified Professional (SSCP)
- Teradata Certified Master
- Advanced Teradata Certified Professional
- Teradata Certified Administrator
- Teradata Certified Application Developer
- Teradata Certified Design Architect
- Teradata Certified Implementation Specialist
- Teradata Certified Professional
- Teradata Certified SQL Specialist

TO OBTAIN A COPY OF THE LATEST *IT SKILLS AND CERTIFICATIONS PAY INDEX*TM

Please visit the Foote Partners web site: <http://www.footepartners.com/itcompensation.html>

ABOUT THIS RESEARCH

The *IT Compensation Benchmarks and Management Trends* research series continuously tracks pay, trends and attitudes from 78,000 IT professionals in nearly 1,900 employers located in 82 US and Canadian cities.

Demographics of the participating organizations for our latest 1st Quarter 2008 survey (data collected January 1, 2008 to April 1, 2008) are as follows, measured most appropriately for the type of business, by revenues, assets, total premiums and operating budgets:

- 15% of participating organizations have \$3 billion+ in sales/\$15+ billion in total assets
- 27% of participating organizations earn more than \$1 billion in annual revenues or more than \$3 billion in total assets
- 45% of participating organizations have \$500+ million in sales/\$1+ billion in total assets/\$500+ million in premiums/\$500+ million operating budget (government, educational, not-for-profit)
- 55% of participating organizations fall in the SMB (small-to-medium sized business) segment, generally defined as organization under \$500 million in sales.
- [Public sector] 5% have operating budgets of \$500 million or more, 4% with operating budgets \$100 million to less than \$500million (nonprofit/government/educational sectors)

ABOUT FOOTE PARTNERS

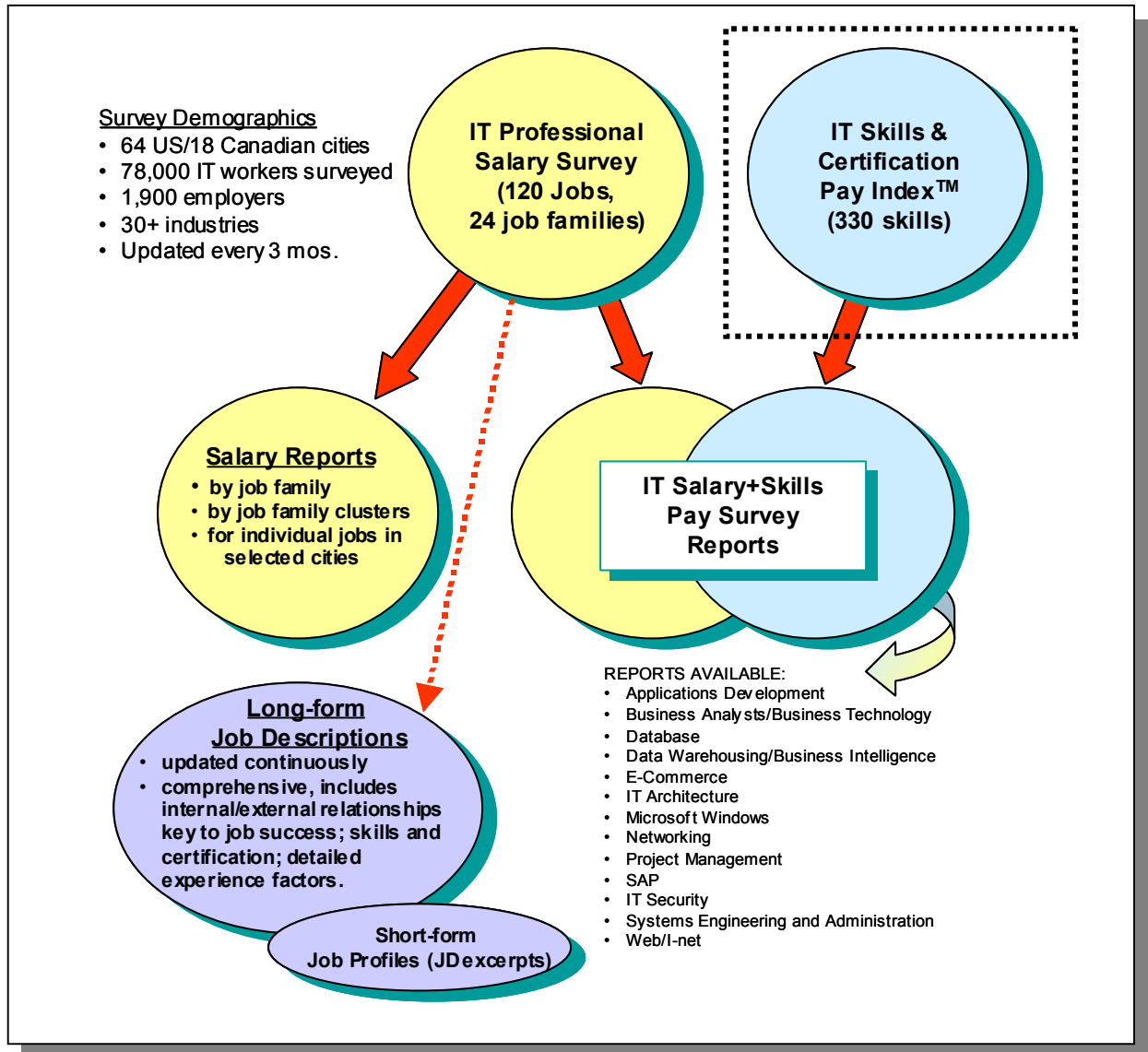
[Foote Partners LLC](http://www.footepartners.com) is a Vero Beach, Florida based management consultancy and independent market research company that provides pragmatic and forward-thinking advice about managing the IT professional workforce. Founded in 1997 and comprised of former Gartner and META Group industry analysts, McKinsey & Company and Towers Perrin consultants, and former corporate HR, IT, and business executives, Foote Partners has been a thought leader and trusted advisor to more than 1,400 employers seeking improvements in managing IT's impact on their businesses and customers.

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IT Skills and Certifications Pay Index™

Product Information

Foote Partners 2008 IT Compensation Survey Product Map



IT Skills and Certifications Pay Index™ – North American edition

- 266 pages (1Q 2008 edition)
- Pricing: \$2,000 single edition; \$7,800 annual subscription
- Pay premiums for 330 certified and noncertified IT skills – *See pages 9 - 12*
 - Three data points for each position: 10th, 50th, 90th percentile
- Verified IT skills pay survey data from 21,675 IT professionals
- 1Q 2008 edition data collected January 1, 2008 to April 1, 2008 (updated quarterly)
- Certifications Guide containing basic information about surveyed IT certifications (pre-requisites; costs; test content; lab requirements, etc.)

Definition of IT skills premium pay

- Pay that IT workers receive for possessing high-value IT and business skills used on the job
- Given in the form of a bonus, or embedded in base salary to adjust for the presence of a dominant vendor or technology central to job performance (examples: Oracle Database Administrator, Linux Systems Administrator, Unix Programmer, or ABAP Developer).
- Often used to adjust either base pay or total pay in situations where job title does not match actual on-the-job duties and responsibilities, and changing the job title is not an attractive option
- May be used as a reward, recruiting inducement, retention tool, or as a guide for creating consulting rate cards

Cities and Metropolitan Areas Surveyed (1st Quarter 2008)

Foote Partners publishes compensation survey data in the following cities and metro areas for all positions and skills in its surveys. In addition, we are currently surveying other US and Canadian cities for future inclusion once we capture enough data for meet our rigid requirements for labor market reporting and achieve our tough survey validity and reliability standards.

Canadian Cities

Calgary, ALTA	London, ONT	Quebec, QUE	Toronto, ONT
Edmonton, ALTA	Mississauga, ONT	Regina, SASK	Vancouver, BC
Halifax, NS	Montreal, QUE	Saskatoon, SASK	Windsor, ONT
Hamilton, ONT	Oshawa, ONT	St. Catharines, ONT	Winnipeg, MAN
Kitchner, ONT	Ottawa, ONT		

Tier 1 Cities (U.S.)

Atlanta, GA	Houston, TX	New York City, NY	San Jose, CA
Boston, MA	Los Angeles/Orange Cty, CA	Philadelphia/So. NJ	Seattle, WA
Chicago, IL	Miami, FL	Phoenix, AZ	St. Louis, MO
Dallas, TX	Minneapolis, MN	San Diego, CA	Washington, DC
Detroit, MI	New Jersey/Northern	San Francisco, CA	Westchester County, NY/ Lower Fairfield Cty, CT

Tier 2 Cities (U.S.)

Albuquerque/Santa Fe, NM	Greensboro/Winston- Salem, NC	Nashville, TN	Providence, RI
Austin, TX	Greenville/Spartanburg /Anderson, SC	New Orleans	Raleigh/Durham, NC
Baltimore, MD	Hartford, CT	Norfolk/Virginia Beach/ Newport News, VA	Richmond, VA
Birmingham, AL	Indianapolis/Ft Wayne	Oakland/Walnut Creek/ Concord CA	Sacramento, CA
Charlotte, NC	Kansas City, MO	Oklahoma City, OK	Salt Lake City, UT
Cincinnati, OH	Las Vegas, NV	Omaha, NE	San Antonio, TX
Cleveland/Akron, OH	Long Island, NY	Orlando, FL	Tampa, FL
Columbus, OH	Louisville, KY	Peoria, IL	Tulsa, OK
Colorado Springs, CO	Madison, WI	Pittsburgh, PA	Upper Fairfield County/ New Haven, CT
Dayton, OH	Memphis, TN	Portland, OR	
Denver, CO	Milwaukee, WI	Princeton/So. NJ	
Des Moines, IA			
Grand Rapids, MI			