

## Results of the Outlook IT fitness benchmark

This document contains the results of the IT fitness benchmark completed by readers of the Mesmo Consultancy E-briefing.

Thank you to all those who took time to complete the benchmark.

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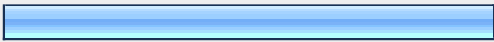
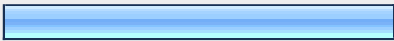

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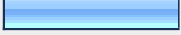
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# Outlook IT fitness benchmark

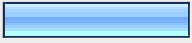
1. How comfortable are you using the following top ten time saving features in Outlook? Click the answer which most closely applies for you.				
	Very comfortable	Just comfortable	Need help	Response Count
1. Reading Pane to preview emails	87.6% (99)	9.7% (11)	2.7% (3)	113
2. Flags to highlight emails for follow-up action	78.4% (87)	18.0% (20)	3.6% (4)	111
3. Mark as unread to highlight emails for follow-up action	88.2% (97)	10.0% (11)	1.8% (2)	110
4. Sort by different columns to prioritise the inbox/folder	74.3% (81)	8.3% (9)	17.4% (19)	109
5. Set an Out of Office message	92.7% (102)	3.6% (4)	3.6% (4)	110
6. Mailbox clean up to help stay within mailbox limits	62.4% (68)	23.9% (26)	13.8% (15)	109
7. Colour to prioritise emails from key people	49.1% (54)	29.1% (32)	21.8% (24)	110
8. Create a task (or calendar entry) automatically from an email as a reminder	45.9% (50)	24.8% (27)	29.4% (32)	109
9. Insert a hyperlink to a file rather than attaching the whole file(s)	51.4% (56)	22.9% (25)	25.7% (28)	109
10. Rules to automatically manage incoming emails	46.8% (51)	31.2% (34)	22.0% (24)	109
	<b>answered question</b>			<b>113</b>
	<b>skipped question</b>			<b>0</b>

2. Your benchmarking			Response Percent	Response Count
Very comfortable to Just comfortable with all ten functions = Gold user			54.0%	34
Very comfortable to Just comfortable with functions 1 to 6 = Silver user			42.9%	27
Very comfortable to Just comfortable with functions 1 to 4 = Bronze user			3.2%	2
			<b>answered question</b>	<b>63</b>
			<b>skipped question</b>	<b>50</b>

3. Gender			Response Percent	Response Count
Male			19.4%	20
Female			80.6%	83
			<b>answered question</b>	<b>103</b>
			<b>skipped question</b>	<b>10</b>

4. Age			Response Percent	Response Count
under 25			2.9%	3
26 to 35			10.5%	11
36 to 46			32.4%	34
46 to 55			35.2%	37
over 55			19.0%	20
			<b>answered question</b>	<b>105</b>
			<b>skipped question</b>	<b>8</b>

## 5. Sector in which you work

		Response Percent	Response Count
Central Government		4.8%	5
Local Government		20.2%	21
Health		5.8%	6
Not for profit		20.2%	21
Private sector construction and engineering		8.7%	9
Private sector retail		1.0%	1
<b>Private sector services</b>		<b>21.2%</b>	<b>22</b>
Private sector other		18.3%	19
		<i>answered question</i>	<b>104</b>
		<i>skipped question</i>	<b>9</b>