

## Methodology

Computerworld's Eighth Annual 100 Best Places to Work in IT Study

FOR THE EIGHTH YEAR IN A ROW, *Computerworld* conducted a survey to identify the 100 best places to work for IT professionals. From January 2001 through March, *Computerworld* invited CIOs, vice presidents and IT directors at U.S.-based companies

to participate in the survey. Respondents submitted information about their IT organizations online at *Computerworld.com*.

*Computerworld's* 75-question online survey asked about the organizations' benefits, training and develop-

ment, average salary increases, percentage of staff promoted, turnover rates and the percentage of women and minority employees on staff and in IT management positions. In addition, information was collected on each organization's hot projects, men-

toring programs and benefits, ranging from elder care and child care to flextime and stock options. The final ranking was based on the results of the 75-question survey and wasn't limited to the data presented below. All quantitative data was scored

separately and given equal weight in determining the final ranking. Rankings were based on the status of and information from the companies at that time.

Approximately 225 companies qualified for consideration as Best Places to Work in IT. ▶

Rank	Company name	Primary business	IT headquarters location	Web address	% of IT turnover	Average years IT staff work at the company	% of IT staff promoted	Conducts annual satisfaction survey	Number of times IT staff is evaluated	Offers mentoring programs	% of IT staff who are female	% of female IT managers	% of IT staff who are minorities	% of minority IT managers	Average days of training/year	Average cost of training	Change in IT training budget for 2001
1	The Home Depot Inc.	Retail	Atlanta	www.homedepot.com	6	15	44	Yes	Twice a year	Yes	36	31	25	22	17	\$9,200	Increase
2	Harrah's Entertainment Inc.	Entertainment/recreation	Las Vegas	www.harrahs.com	4	7	32	Yes	Twice a year	Yes	47	43	19	27	14	\$7,000	Increase
3	Nationwide Insurance Cos.	Insurance	Columbus, Ohio	www.nationwideinsurance.com	8	7	29	Yes	Once a year	Yes	48	56	23	15	15	\$7,652	Increase
4	Avon Products Inc.	Consumer products	Rye, N.Y.	www.avon.com	10	8	28	Yes	Twice a year	Yes	41	33	28	14	10	\$11,000	Remain the same
5	International Truck and Engine Corp.	Automotive	Chicago	www.internationaldelivers.com	3	16	35	Yes	Twice a year	Yes	40	25	15	15	5	\$6,700	Increase
6	The Vanguard Group Inc.	Financial services	Malvern, Pa.	www.vanguard.com	8	5	15	Yes	Once a year	No	32	34	23	6	15	\$8,000	Increase
7	Avnet Inc.	Distribution	Phoenix	www.avnet.com	5	14	25	Yes	Twice a year	Yes	24	22	20	10	10	\$5,000	Increase
8	FleetBoston Financial Corp.	Financial services	Boston	www.fleet.com	12	10	25	Yes	Twice a year	Yes	45	36	11	6	7	\$9,200	Remain the same
9	USAA	Financial services	San Antonio	www.usaa.com	11	9	28	No	Twice a year	Yes	39	31	34	22	8	\$7,200	Remain the same
10	PricewaterhouseCoopers	Professional services/consulting	Edison, N. J.	www.pwcglobal.com	24	3	34	Yes	At least three times a year	Yes	35	16	27	8	15	\$7,907	Increase
11	Harley-Davidson Inc.	Motorcycle manufacturing	Milwaukee	www.harley-davidson.com	5	5	18	No	At least three times a year	Yes	35	25	14	9	13	\$5,050	Increase
12	IBM	Technology	Armonk, N.Y.	www.ibm.com	8	8	9	Yes	Once a year	Yes	28	30	23	16	9	\$7,300	Remain the same
13	State Farm Mutual Automobile Insurance Co.	Insurance	Bloomington, Ill.	www.statefarm.com	2	11	23	Yes	Twice a year	Yes	43	32	9	11	11	\$4,590	Increase
14	EPIQ Systems Inc.	Financial services	Kansas City, Kan.	www.epiqsystems.com	5	2	30	No	Twice a year	No	30	100	20	0	10	\$7,000	Remain the same
15	Cabot Corp.	Chemicals	Boston	www.cabot-corp.com	4	10	10	No	Twice a year	No	14	5	41	10	10	\$5,000	Increase
16	Towers Perrin	Professional services/consulting	New York	www.towers.com	16	7	31	No	Once a year	No	34	7	18	2	10	\$10,000	Remain the same
17	PBS	Educational broadcasting	Alexandria, Va.	www.pbs.org	7	6	25	No	Once a year	No	26	15	46	50	15	\$6,000	Increase
18	TechieGold.com	Staffing	Boston	www.techiegold.com	10	2	75	Yes	At least three times a year	Yes	10	0	15	0	15	\$5,000	Remain the same
19	Mercury Interactive Corp.	Application testing	Sunnyvale, Calif.	www.mercuryinteractive.com	2	4	50	Yes	Once a year	Yes	45	0	33	50	15	\$3,500	Increase
20	State Street Corp.	Financial services	Boston	www.statestreet.com	13	7	19	Yes	Once a year	Yes	39	36	21	13	15	\$5,500	Increase
21	United Stationers Inc.	Wholesale	Des Plaines, Ill.	www.unitedstationers.com	4	9	34	Yes	Twice a year	Yes	43	23	18	18	9	\$3,600	Increase
22	The Earthgrains Co.	Food	St. Louis	www.earthgrains.com	10	10	40	Yes	Once a year	No	40	25	15	3	10	\$5,000	Remain the same
23	Sears, Roebuck and Co.	Retail/financial services	Hoffman Estates, Ill.	www.sears.com	10	8	15	Yes	Twice a year	Yes	40	34	21	15	13	\$4,400	Increase
24	Tosco Corp.	Oil/gas exploration/refining	Old Greenwich, Conn.	www.tosco.com	5	5	18	Yes	Twice a year	No	26	23	21	13	8	\$4,000	Remain the same
25	AT&T Corp.	Telecommunications	Basking Ridge, N.J.	www.att.com	8	15	38	Yes	At least three times a year	Yes	48	45	20	20	12	\$2,500	Increase
26	Wal-Mart Stores Inc.	Retail	Bentonville, Ark.	www.wal-mart.com	9	5	25	Yes	Once a year	Yes	34	5	14	5	25	\$4,300	Increase
27	The MONY Group Inc.	Financial services	Syracuse, N.Y.	www.mony.com	9	14	19	Yes	Twice a year	Yes	48	48	14	11	9	\$4,100	Increase
28	Burlington Coat Factory Warehouse Corp.	Retail	Burlington, N.J.	www.coat.com	7	4	7	Yes	Once a year	Yes	27	27	14	13	8	\$5,000	Increase
29	General Mills Inc.	Food	Minneapolis	www.generalmills.com	1	12	12	Yes	Twice a year	Yes	43	40	10	4	7	\$3,200	Remain the same
30	Acxiom Corp.	Professional services/consulting	Little Rock, Ark.	www.acxiom.com	10	5	26	Yes	Once a year	Yes	33	14	14	4	7	\$4,500	Remain the same
31	Forsythe Technology Inc.	Professional services/consulting	Skokie, Ill.	www.forsythesolutions.com	22	3	10	No	At least three times a year	Yes	23	6	27	2	15	\$10,000	Remain the same
32	FedEx Corp.	Transportation	Memphis	www.fedex.com	9	8	26	Yes	Once a year	Yes	40	30	27	17	10	\$3,500	Remain the same
33	J.B. Hunt Transport Services Inc.	Transportation	Lowell, Ark.	www.jbhunt.com	11	6	26	Yes	Twice a year	Yes	33	43	13	0	11	\$6,560	Increase
34	Deere & Co.	Industrial/farm equipment	Moline, Ill.	www.deere.com	4	25	20	Yes	Once a year	No	34	16	5	6	10	\$4,000	Remain the same
35	TECO Energy Inc.	Utilities	Tampa, Fla.	www.tecoenergy.com	3	12	17	No	At least three times a year	Yes	40	57	20	21	12	\$2,750	Remain the same
36	SAS Institute Inc.	Computer software	Cary, N.C.	www.sas.com	2	10	22	Yes	Twice a year	No	36	31	13	7	6	\$2,500	Increase
37	Capital One Financial Corp	Financial services	Falls Church, Va.	www.capitalone.com	9	2	28	Yes	Twice a year	Yes	33	23	22	14	10	\$3,500	Increase
38	Scientific-Atlanta Inc.	Telecommunications	Lawrenceville, Ga.	www.sciaf.com	11	6	10	Yes	Twice a year	Yes	31	22	34	33	10	\$4,400	Increase
39	The CIT Group Inc.	Financial services	Livingston, N.J.	www.cit.com	5	5	38	No	At least three times a year	No	30	47	19	21	5	\$2,000	Remain the same
40	Cigna Corp.	Insurance	Philadelphia	www.cigna.com	8	11	27	Yes	Twice a year	Yes	45	41	16	16	9	\$2,000	Remain the same
41	Galileo International Inc.	Global travel/distribution	Rosemont, Ill.	www.galileo.com	5	8	9	No	At least three times a year	Yes	40	38	10	19	8	\$3,000	Increase
42	Georgia-Pacific Corp.	Forest and paper products	Atlanta	www.gp.com	11	7	14	Yes	Twice a year	Yes	38	31	37	41	12	\$3,800	Increase
43	Network Appliance Inc.	Technology	Sunnyvale, Calif.	www.netapp.com	4	2	10	Yes	Twice a year	Yes	31	2	28	2	14	\$3,000	Increase
44	Bose Corp.	Consumer electronics	Framingham, Mass.	www.bose.com	10	8	20	Yes	At least three times a year	No	50	30	25	0	6	\$3,000	Remain the same
45	Best Buy Co.	Retail	Eden Prairie, Minn.	www.bestbuy.com	10	3	17	Yes	Once a year	Yes	30	26	13	5	8	\$4,800	Remain the same

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46	Aetna Inc.	Health benefits	Hartford, Conn.	www.aetna.com	8	13	20	No	At least three times a year	Yes	45	31	12	9	6	\$3,000	Increase
47	Battelle Memorial Institute	Professional services	Columbus, Ohio	www.battelle.org	9	7	20	No	Once a year	No	40	35	30	25	10	\$3,000	Increase
48	Texas Instruments Inc.	Electronics/electrical equipment	Dallas	www.ti.com	3	18	18	Yes	At least three times a year	Yes	32	25	21	12	5	\$2,000	Decrease
49	Minnesota Life Insurance Co.	Insurance	St. Paul, Minn.	www.minnesotamutual.com	10	9	30	Yes	Once a year	Yes	44	53	7	1	13	\$2,272	Increase
50	West Group	Electronic information	Eagan, Minn.	www.westgroup.com	7	7	19	Yes	Once a year	Yes	37	39	11	1	10	\$3,000	Increase
51	Charles Schwab & Co.	Financial services	San Francisco	www.schwab.com	11	3	17	Yes	At least three times a year	Yes	37	28	31	17	7	\$3,800	Remain the same
52	Gartner Inc.	Consulting	Stamford, Conn.	www.gartner.com	16	7	20	Yes	At least three times a year	No	40	10	30	5	10	\$4,000	Increase
53	SCT Corp.	Technology	Malvern, Pa.	www.sctcorp.com	5	5	32	Yes	Once a year	No	31	32	17	5	5	\$2,000	Remain the same
54	DPR Construction Inc.	Construction	Redwood City, Calif.	www.dprinc.com	Less than 1	3	9	Yes	Twice a year	No	21	20	29	20	7	\$2,000	Increase
55	American Management Systems Inc.	Consulting	Fairfax, Va.	www.ams.com	15	3	5	Yes	Once a year	No	25	26	25	16	6	\$5,000	Remain the same
56	Florida Power & Light Co.	Utilities	Juno Beach, Fla.	www.fpl.com	11	11	27	No	Twice a year	Yes	36	38	42	33	8	\$3,000	Remain the same
57	Hewitt Associates	Consulting	Lincolnshire, Ill.	www.hewitt.com	9	5	30	Yes	Once a year	Yes	38	15	15	7	7	\$2,000	Increase
58	Mellon Financial Corp.	Financial services	Pittsburgh	www.mellon.com	10	10	31	Yes	Twice a year	Yes	52	36	16	8	9	\$1,900	Increase
59	Analysts International Corp.	Technology consulting	Minneapolis	www.analysts.com	5	8	9	Yes	Once a year	No	23	64	23	11	5	\$2,500	Increase
60	AXA Financial Inc.	Financial services	New York	www.axa-financial.com	8	10	27	Yes	Once a year	No	32	12	28	11	6	\$2,400	Remain the same
61	Lands' End Inc.	Apparel	Dodgeville, Wis.	www.landsend.com	7	7	28	Yes	Twice a year	No	37	30	1	0	10	\$3,500	Decrease
62	Royal Caribbean Cruises Ltd.	Hospitality	Miami	www.rccl.com	16	4	10	Yes	At least three times a year	Yes	31	44	52	54	7	\$3,500	Increase
63	American Family Life Assurance Co. of Columbus	Insurance	Columbus, Ga.	www.aflac.com	11	9	24	Yes	Once a year	Yes	50	38	23	16	7	\$2,800	Increase
64	Caterpillar Inc.	Construction and mining equipment	Peoria, Ill.	www.cat.com	4	25	34	Yes	Once a year	Yes	30	26	7	6	9	\$1,880	Increase
65	Peoples Energy Corp.	Utilities	Chicago	www.peoplesenergy.com	8	10	7	Yes	At least three times a year	No	36	36	32	18	8	\$2,500	Increase
66	SEI Investments Co.	Financial services	Oaks, Pa.	www.seic.com	5	5	10	No	Once a year	No	25	10	35	10	80	\$2,000	Remain the same
67	Ventura Corp.	Professional services	McLean, Va.	www.ventura.com	6	2	10	Yes	At least three times a year	Yes	18	3	20	5	5	\$3,000	Increase
68	Prudential Financial	Financial services	Newark, N.J.	www.prudential.com	13	9	21	Yes	Twice a year	Yes	33	28	17	13	8	\$2,300	Increase
69	Household International Inc.	Financial services	Prospect Heights, Ill.	www.household.com	10	7	26	Yes	Twice a year	Yes	42	35	27	11	10	\$1,900	Increase
70	Lockheed Martin Management & Data Systems	Technology	Philadelphia	http://mds.external.lmco.com	15	11	23	Yes	Once a year	Yes	23	20	15	11	5	\$2,000	Increase
71	CDW Computer Centers Inc.	Computers/office equipment	Vernon Hills, Ill.	www.cdw.com	23	2	10	No	Once a year	Yes	23	18	24	9	9	\$4,500	Remain the same
72	Freddie Mac	Financial services	McLean, Va.	www.freddiemac.com	19	5	30	Yes	Twice a year	No	45	39	36	29	12	\$2,500	Increase
73	The PNC Financial Services Group Inc.	Financial services	Pittsburgh	www.pnc.com	9	10	20	Yes	Once a year	Yes	36	28	7	3	10	\$2,200	Increase
74	American Electric Power Co.	Utilities	Columbus, Ohio	www.aep.com	9	11	16	Yes	Twice a year	No	37	29	11	11	4	\$2,500	Remain the same
75	@stake Inc.	Consulting	Cambridge, Mass.	www.atstake.com	N/A	1	20	Yes	Twice a year	Yes	12	7	11	5	20	\$5,000	Remain the same
76	SuperValu Inc.	Distribution	Eden Prairie, Minn.	www.supervalu.com	9	10	25	Yes	Once a year	Yes	25	15	15	5	6	\$2,500	Remain the same
77	Electronic Data Systems Corp.	IT services provider	Plano, Texas	www.eds.com	11	8	N/A	Yes	At least three times a year	Yes	35	34	25	21	10	\$3,150	Increase
78	Roadway Express Inc.	Transportation	Akron, Ohio	www.roadway.com	3	9	15	Yes	Once a year	Yes	75	5	9	5	3	\$2,500	Remain the same
79	Office Depot Inc.	Retail	Delray Beach, Fla.	www.officedepot.com	12	3	28	No	Once a year	Yes	36	27	27	19	10	\$3,000	Remain the same
80	KPMG Consulting Inc.	Consulting	McLean, Va.	www.kpmgconsulting.com	26	8	20	Yes	Twice a year	Yes	35	12	39	16	5	\$3,000	Increase
81	Edison International and Southern California Edison	Utilities	Rosemead, Calif.	www.sce.com	6	11	8	Yes	Twice a year	Yes	40	7	48	9	8	\$1,500	Increase
82	Manugistics Group Inc.	IT services	Rockville, Md.	www.manugistics.com	8	5	10	Yes	Twice a year	Yes	22	25	25	25	5	\$1,500	Increase
83	Allstate Insurance Co.	Insurance	Northbrook, Ill.	www.allstate.com	10	10	9	Yes	Twice a year	No	43	35	27	17	15	\$1,800	Increase
84	John Hancock Financial Services Inc.	Insurance	Boston	www.jhancock.com	15	11	24	No	Twice a year	Yes	44	41	18	7	10	\$2,000	Remain the same
85	United Parcel Service Inc.	Transportation	Atlanta	www.ups.com	5	8	8	Yes	Twice a year	Yes	28	22	25	18	6	\$1,170	Increase
86	GATX Rail Corp.	Transportation	Chicago	www.gatxrail.com	17	11	11	No	Once a year	No	52	64	20	7	5	\$3,500	Remain the same
87	NCR Corp.	Consulting	Dayton, Ohio	www.ncr.com	7	10	5	Yes	At least three times a year	Yes	33	24	14	6	5	\$2,600	Decrease
88	Mentor Graphics Corp.	Software	Wilsonville, Ore.	www.mentor.com	21	6	9	No	Once a year	No	27	21	25	21	5	\$3,000	Increase
89	Eastman Chemical Co.	Chemicals	Kingsport, Tenn.	www.eastman.com	1	30	15	Yes	Once a year	No	24	1	1	0	8	\$1,000	Increase
90	National City Corp.	Financial services	Cleveland	www.national-city.com	11	8	22	Yes	Twice a year	Yes	34	35	13	6	10	\$1,306	Increase
91	Staples Inc.	Retail	Framingham, Mass.	www.staples.com	22	5	25	Yes	Twice a year	Yes	40	11	14	3	8	\$3,500	Increase
92	Comerica Inc.	Financial services	Detroit	www.comerica.com	9	8	16	Yes	Twice a year	No	47	7	22	3	4	\$1,811	Increase
93	UnitedHealth Group Inc.	Health care	Minnetonka, Minn.	www.unitedhealthgroup.com	16	7	17	Yes	Once a year	Yes	46	35	14	4	6	\$1,000	Increase
94	Comark Inc.	Computers/office equipment	Bloomington, Ill.	www.comark.com	17	3	29	No	Twice a year	No	29	31	32	0	8	\$2,450	Increase
95	HCA Information Technology & Services Inc.	Health care	Nashville	www.hcahealthcare.com	10	8	20	Yes	Once a year	No	43	36	15	5	5	\$1,734	Increase
96	Regions Financial Corp.	Banking	Birmingham, Ala.	www.regionsbank.com	8	8	22	Yes	At least three times a year	Yes	42	30	21	15	11	\$816	Increase
97	Securities Industry Automation Corp.	IT services	Brooklyn, N.Y.	www.siac.com	14	9	20	No	Twice a year	No	16	14	26	14	5	\$2,260	Remain the same
98	RadioShack Corp.	Retail	Fort Worth, Texas	www.radioshack.com	11	12	10	Yes	Twice a year	Yes	40	30	18	15	10	\$1,500	Increase
99	TRW System & Information Technology Group	Consulting	Reston, Va.	www.trw.com	19	9	20	Yes	Once a year	No	21	17	19	3	5	\$2,500	Remain the same
100	J.C. Penney Co.	Retail	Plano, Texas	www.jcpenney.com	13	14	21	Yes	Once a year	No	39	20	24	10	4	\$1,200	Remain the same