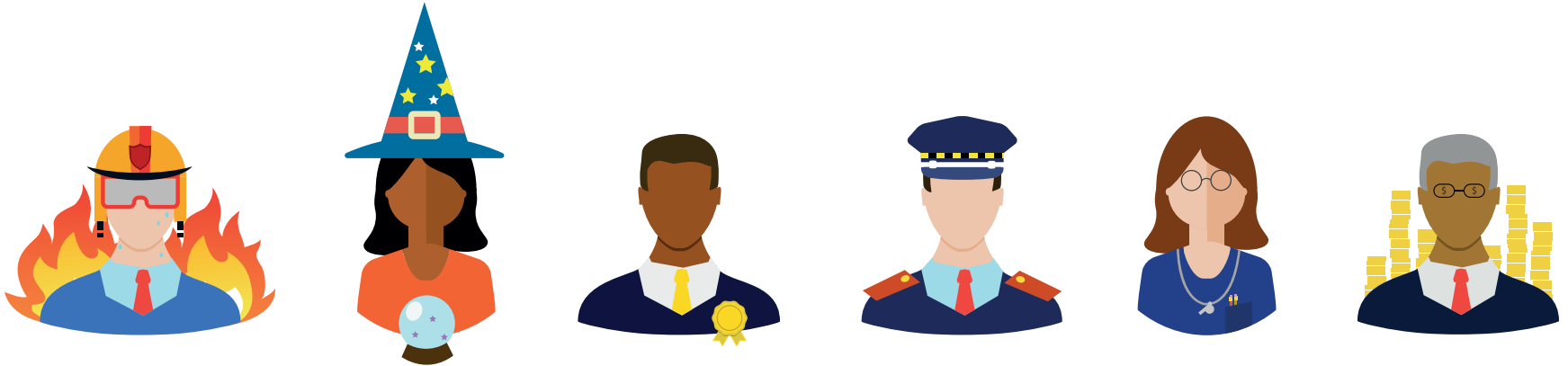


# Voice of IT Report: IT Professionals 2016



Kensington reveals the different IT Professional Personalities,  
their challenges and their priorities.

The 21st Century IT Professional wears many hats – diplomat, firefighter, teacher and more... So how does this impact their abilities to meet their objectives, what are their current priorities and are they offering maximum value to their organizations?

# Executive Summary

## Security

IT Professionals listed security as their top priority.

## Infrastructure

The survey respondents also cited hardware/infrastructure refresh and OS updates as important for 2016. However, big data and cloud technology were acknowledged as higher priorities by companies in Australia compared to those in the US and the UK.

## Employee Wellness

Respondents appear to be increasingly focused on employee wellness, but they still have some way to go to meet employees' expectations. Just over half of IT Professionals reported that they had not received any requests from colleagues or employees regarding their wellness - possibly due to a lack of awareness of the options open to them.

## Budget

Two out of five survey respondents intend to increase their spending on security and employee connectivity during 2016. While this is laudable, organizations can seek measures to reduce administration and increase productivity so that IT Professionals can focus more of their efforts on projects of strategic importance.

## Strategy

IT Professionals want to spend more time on IT strategy but insufficient budget, lack of time/resources, and a prevailing attitude within their organizations that technology is a cost, not an opportunity, are reported barriers.

## Time

Industry level conversation may be focused on issues such as BYOD, but day-to-day, much time is spent dealing with general maintenance issues. IT Professionals spend 35% of their time dealing with user helpdesk support and administrative matters.

## Value

When asked about the personality they most identify with, 32% of respondents felt they were most like a firefighter – but in spending so much time dealing with employee errors and administrative tasks, there's a chance their talents are undervalued and underutilized.

## Opportunity

If the current scenario were to be switched, and IT resource freed and empowered to focus on improving productivity, IT Professionals may feel more valued - while the organizations they work for could receive greater value in return.

## About This Report

As today's IT Professionals are expected to juggle many different responsibilities, we've lifted the lid on the needs, ambitions and frustrations of the IT Professional and uncover what gets them excited - and what keeps them awake at night.

We surveyed more than 250 IT Professionals that are active Spiceworks members to analyze the priorities, challenges and opportunities relating to:

- Influencing factors
- Productivity
- Administration
- Security
- Barriers to improvement
- IT strategy
- Employee wellness

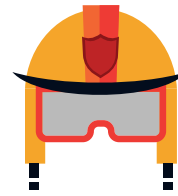


## Key Findings

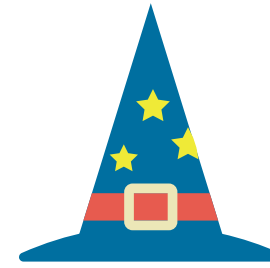
Two out of five organizations intend to increase their spending focus on security and employee connectivity and uptime.

However, it is clear that many IT Professionals juggle wearing multiple “hats” and, dealing with ‘human issues’ in particular, detracts from the value they are able to deliver to their organizations.

Australian IT Professionals feel more valued compared to their North American and European counterparts. Australians revealed higher implementation rates for cloud-based infrastructure, adopting BYOD and receiving greater calls for support with employee wellness issues.



Firefighter



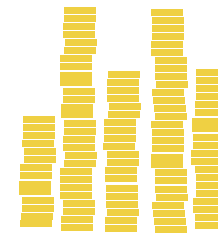
Soothsayer



Diplomat



Bad Guy



Accountant



Teacher

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**32%**

identify their IT personality as the Firefighter

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**35%**

of their day is taken up with administrative, help desk and troubleshooting activities that could generally be regarded as non-productive for the organization.

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**30%**

identify themselves as a diplomat. This would seem to endorse the non-productive time IT professionals have to spend on problem solving and administration.

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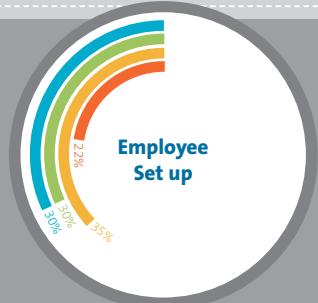
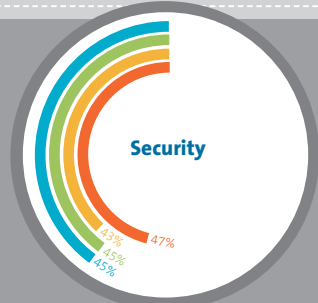
# Influencing Factors: Budget

Few organizations plan to decrease budget spend. Increased spending is expected on security, employee connectivity/uptime or employee set up/workspace configuration.

- Approximately two out of five organizations plan to increase spend in 2016 on security and employee connectivity/uptime.
- Those in the US and UK plan to invest more heavily on employee connectivity and set up/work space configuration than their counterparts in Australia.
- Despite increases in budget, insufficient budget and IT 'being viewed as a cost' were still cited by an average of 40% of respondents as limiting factors.

*% of IT Professionals Planning Budget Increases*

- Average
- United Kingdom
- United States
- Australia



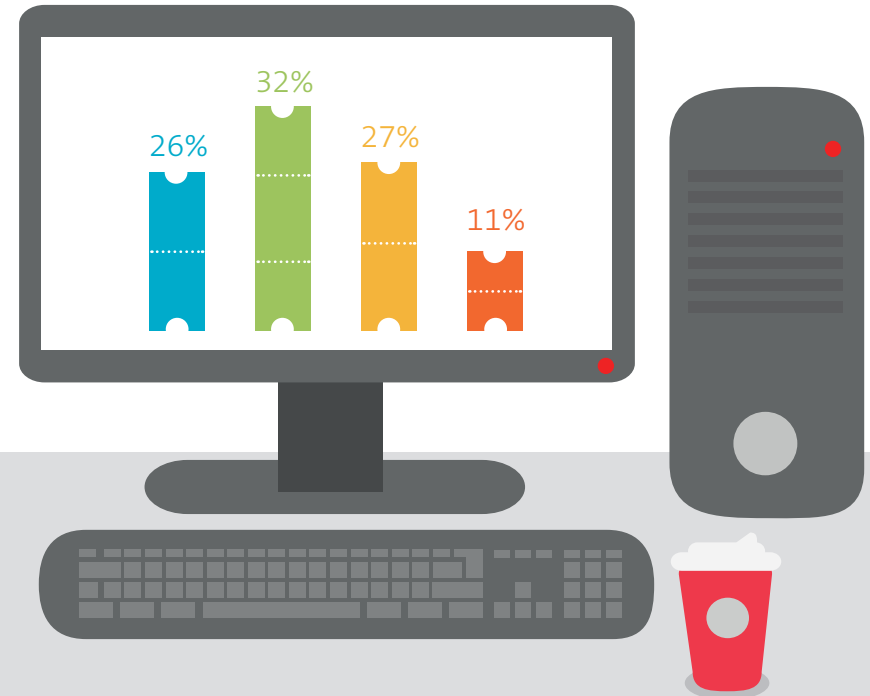
## Influencing Factors: Helpdesk Commitments

UK IT Professionals have the greatest call on their time to provide assistance to users followed by their US counterparts.

Helpdesk/troubleshooting is by far the most time consuming aspect of the typical IT Professional's day, consuming 26% of their time, on average.

Australian professionals spend considerably less time on providing helpdesk support which may, in part, be attributable to the growth in BYOD, with users able to support their own devices effectively.

% of Day Allocated to  
Helpdesk/Troubleshooting



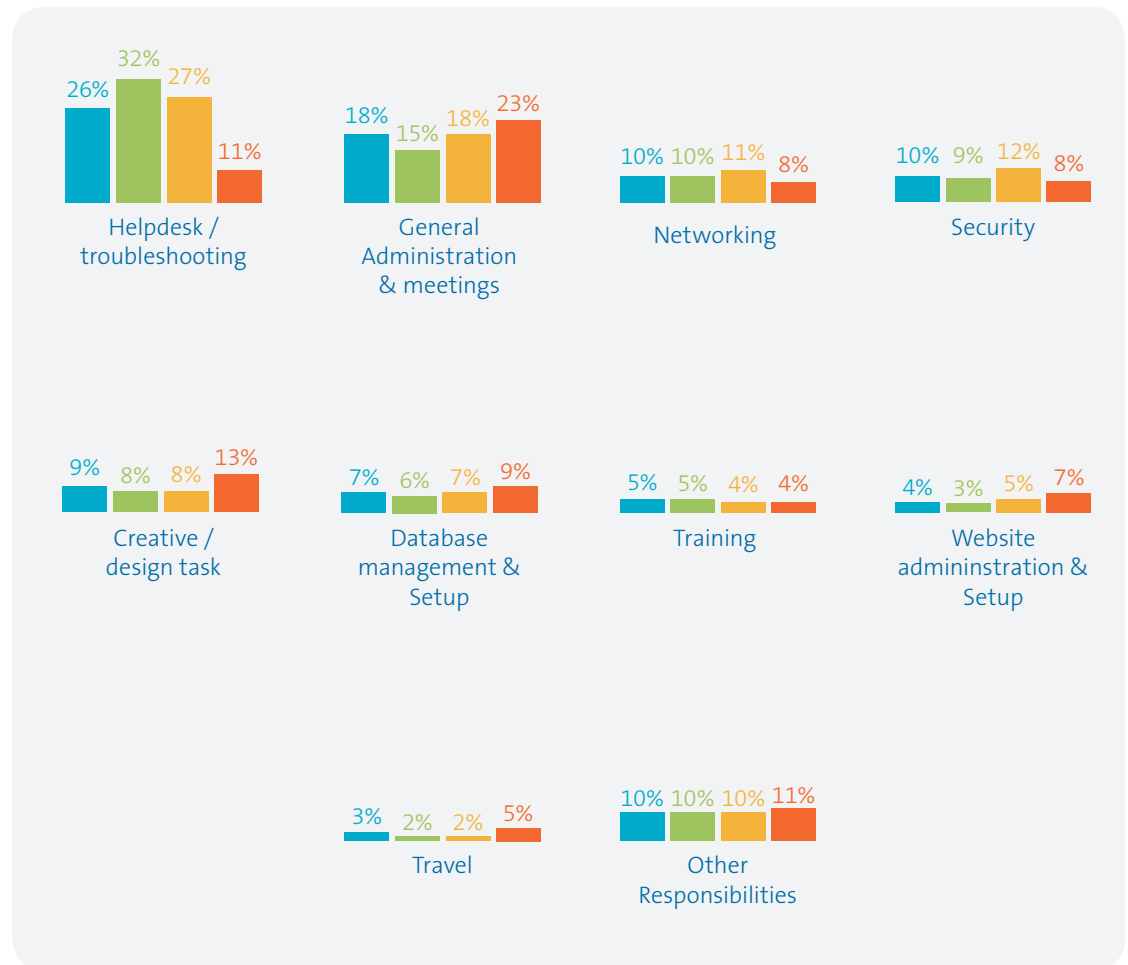
■ Average   ■ United Kingdom  
■ United States   ■ Australia

## Thinking about your average day as an IT professional, how do you usually split your time across the following responsibilities?

(Please enter a value between 0% and 100%. Your best estimate is fine).

### IT Daily Time Allocation

- Helpdesk/troubleshooting is by far the most time consuming aspect of the typical IT professional's day, consuming 26% of their time, on average.
- IT Professionals in Australia spend slightly more time on average on administrative and creative tasks than their counterparts in the US and UK.



Respondents: Total = 251; US = 100; UK = 100; Aus = 51





■ Average    ■ United Kingdom  
■ United States    ■ Australia

## Influencing Factors: Administrative Pressures

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**18%** of IT Professional's time is spent doing administration...

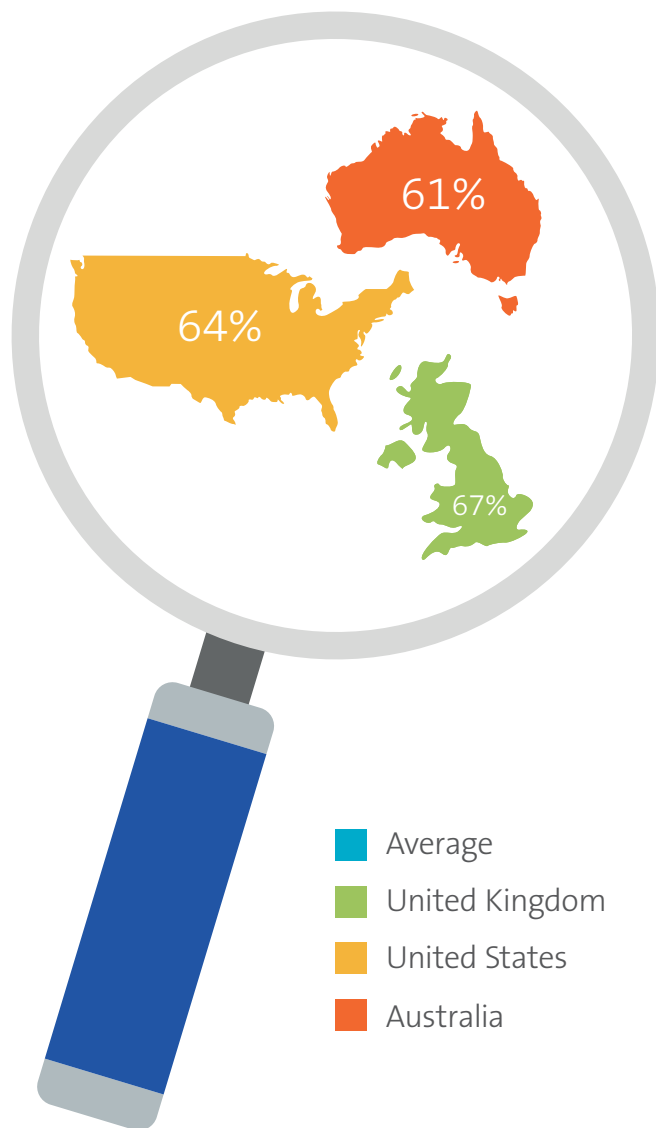
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Given that IT Professionals claimed that administration consumes on average 18% of their time, it could have been expected to be a core priority for improvement.

Having to spend time on administration seems to be more acute in Australia.

However, Australian IT Professionals also find more time to spend on creative tasks and may believe their meetings to be productive time use.

## % of Organizations With Annual Or More Frequent IT Strategy Reviews



## Influencing Factors: IT Strategy

With key concerns around security, new technology advances and driving productivity, regular IT reviews are accepted as important by the majority of organizations.

Of the 16% of all organizations only reviewing strategy every two years, Australia falls well behind the US and the UK with 26% taking a 24-month view.

However in the US, 23% of organizations report a high 'no fixed IT review schedule' against an overall average of 19% for all territories.

In all cases the lack of formal review may be because reviewing IT strategy is treated more as a continuous needs and technology evaluation process rather than a formal 'event'.

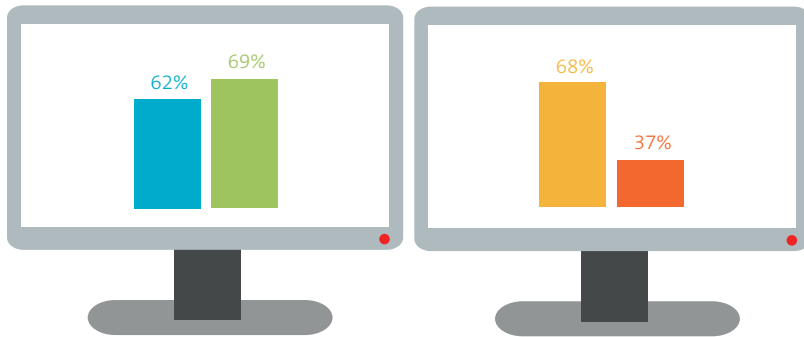
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**65%** of organizations across all territories review their IT strategy at least annually.

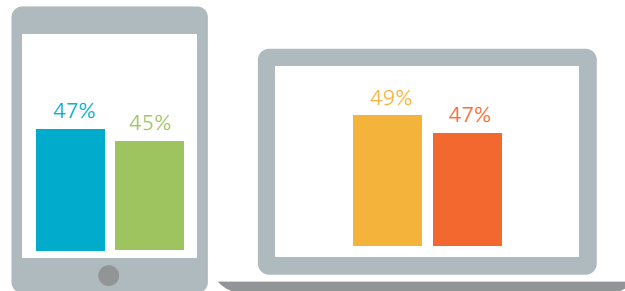
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## % Of Organizations Implementing Technology For Employee Productivity Gains

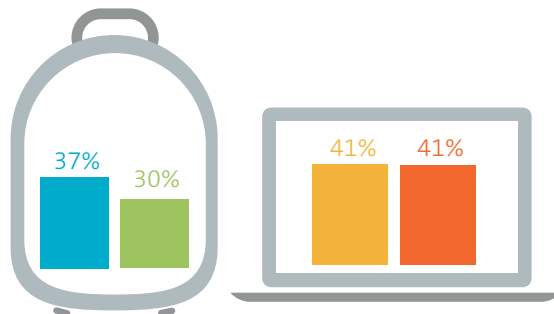
### Multi-screening / monitors / displays



### Tablets / Mobile device support



### Flexible remote working / Hot desking



## Productivity:

## Technology Implemented To Increase Workforce Productivity.

It is clear that both the organization, with its priorities, and the workforce, are influencing factors in the adoption and use of new technologies.

### Hardware related performance improvements:

Improved or upgraded systems and multi-screening/monitors/displays are the most common technology measures implemented specifically to improve performance.

In the UK, end-users and executives are credited with driving flexible working environments and the use of tablets to a greater extent than those in the US.

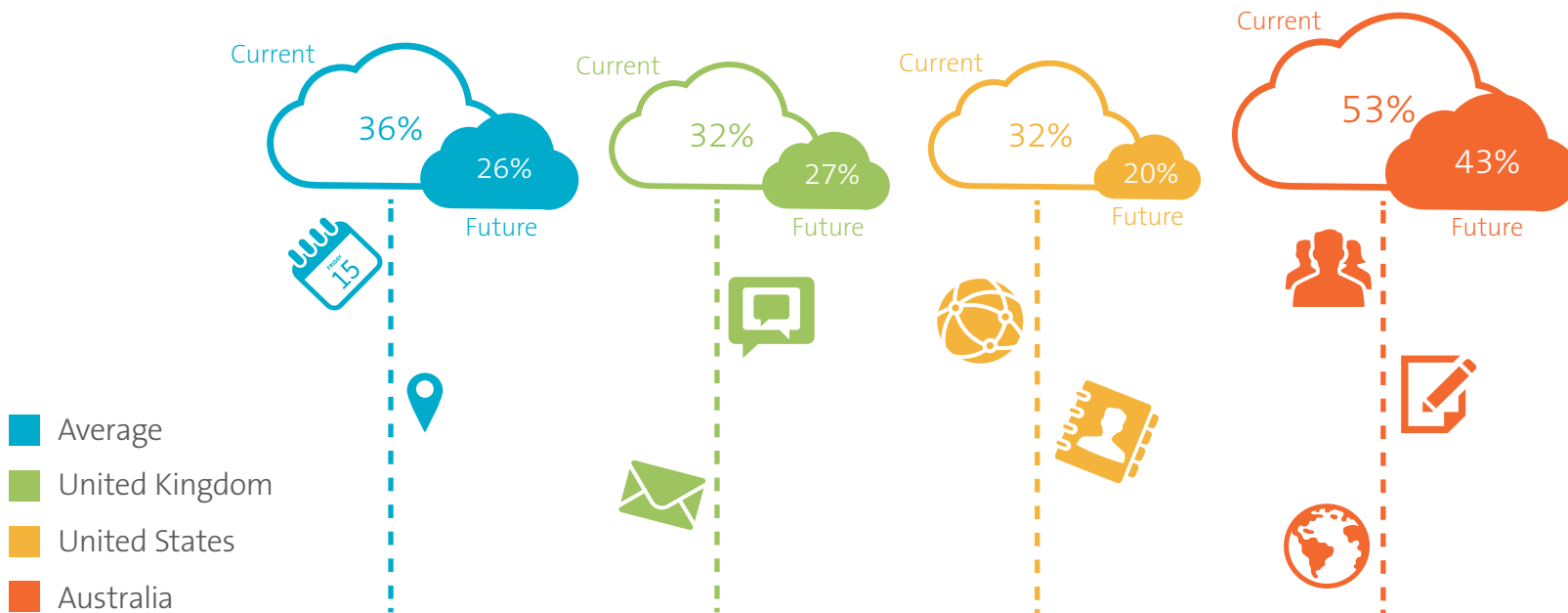
In Australia, end-users are identified as the primary source driving flexible work environments, and executives as the primary driver of tablet usage.



# Productivity: Adopting the Cloud

The US and UK have similar rates of cloud adoption, with roughly one third of organizations having already shifted to some extent.

Meanwhile over half of Australian organizations have moved towards cloud-based infrastructure and this trend looks set to continue.



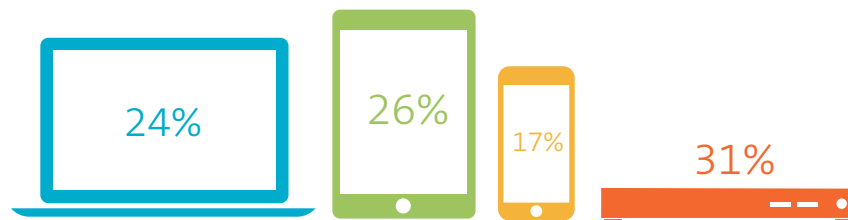
## Productivity: Enabling BYOD

Organizations in Australia have so far placed more emphasis on BYOD than their counterparts in the US and UK - however this is changing and it is US employees that are driving change, rather than organizational top down initiatives.

US employees are driving usage of BYOD, multi-screening and improved ergonomics to a greater extent than their counterparts in the UK and Australia, although organizations in the US currently lag behind.

However, the responses for future intent, show an overall drop in prioritizing BYOD adoption, particularly in Australia. Increased security concerns over the vulnerability of networks from lost laptops and other portable devices could be a factor.

### Current BYOD Adoption



■ Average   ■ United Kingdom  
■ United States   ■ Australia

### 2016 BYOD Prioritisation



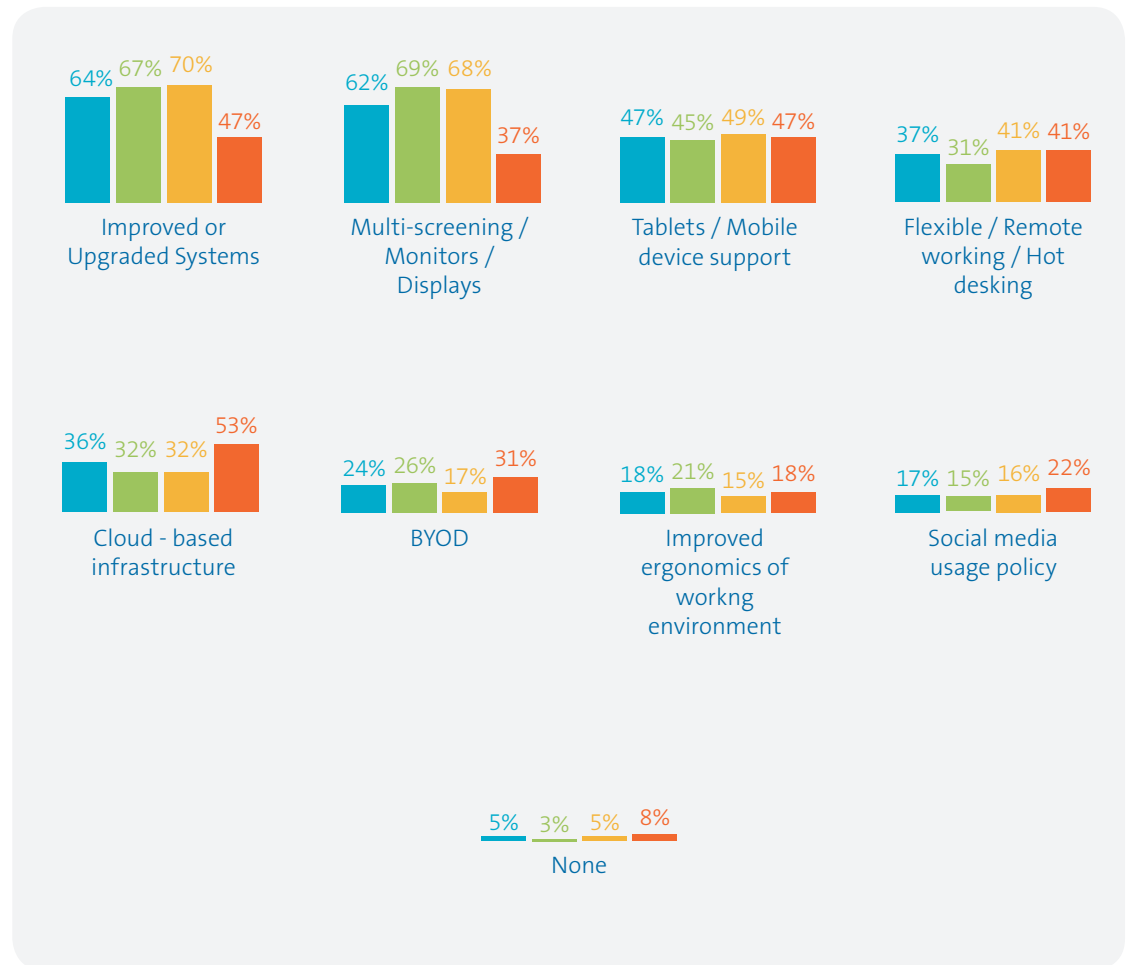
## Which technology measures have been implemented specifically to improve productivity within your organization?

(Select all that apply).

### Technology to Improve Productivity

- Improved or upgraded systems and multi-screening/monitors/displays are the most common technology measures implemented specifically to improve performance across all three countries.
- Organizations in Australia have lower rates of implementation for upgraded systems and multi-screening, and have higher implementation rates of cloud-based infrastructure and BYOD than those in the US and UK.

■ Average    ■ United Kingdom  
■ United States    ■ Australia



Respondents: Total = 251; US = 100; UK = 100; AUS = 51

# Who Is Driving New Technology Adoption In Organizations?

## Average Global Responses

- IT is the most common driver of implementing technologies to improve productivity.  
Employees, Executives and IT drive the implementation of improved ergonomics of working environment as a means of improving productivity.
- Employees/end-users are champions of BYOD.
- Executive/management, along with IT, are key drivers of implementing tablets/mobile device support and flexible/remote working/hot desking as a productivity improvement tool.

## Which technology measures have been implemented specifically to improve productivity within your organization?

(Select all that apply).

|  | Employees / End-users | Executives / Management | IT  | Other | Don't Know |
|--|-----------------------|-------------------------|-----|-------|------------|
| Improved or upgraded systems (base = 161)              | 32%                   | 38%                     | 83% | 2%    | 0%         |
| Multi-screening / monitors / displays (base = 156)     | 54%                   | 33%                     | 63% | 3%    | 3%         |
| Tablets / mobile device support (base = 118)           | 41%                   | 59%                     | 63% | 3%    | 2%         |
| Flexible / remote working / hot desking (base = 93)    | 46%                   | 54%                     | 57% | 3%    | 2%         |
| Cloud-based infrastructure (base = 91)                 | 20%                   | 42%                     | 68% | 3%    | 0%         |
| BYOD (base = 59)                                       | 61%                   | 36%                     | 46% | 3%    | 5%         |
| Improved ergonomics of working environment (base = 45) | 53%                   | 58%                     | 51% | 9%    | 2%         |
| Social media usage policy (base = 42)                  | 12%                   | 48%                     | 57% | 12%   | 5%         |



Denotes top source(s) prompting implementation by technology

Respondents = those who have implemented given technology specifically to improve productivity within organization  
(varies by technology; see above)

## Who Is Driving New Technology Adoption In Organizations?

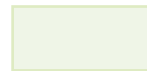
### USA

- Employees/end-users in the US drive usage of BYOD, multi-screening and improved ergonomics to a greater extent than their counterparts in the UK and Australia.
- Executives in the US are also credited as key sources for driving usage of social media at higher rates than in the UK and Australia.
- The role of IT in driving technology implementation for improved productivity is relatively consistent across the US, UK and Australia.

## What source(s) led your organization to implement these technologies to improve productivity?

(Select all that apply per row).

|   | Employees / End-users | Executives / Management | IT  | Other | Don't Know |
|---|-----------------------|-------------------------|-----|-------|------------|
| Multi-screening / monitors / displays (base = 67)       | 27%                   | 40%                     | 87% | 0%    | 0%         |
| Improved or upgraded systems (base = 69)                | 55%                   | 33%                     | 67% | 0%    | 4%         |
| Tablets / mobile device support (base = 45)             | 38%                   | 51%                     | 58% | 2%    | 2%         |
| Flexible / remote working / hot desking (base = 31)     | 32%                   | 45%                     | 52% | 3%    | 0%         |
| Cloud-based infrastructure (base = 32)                  | 19%                   | 41%                     | 69% | 3%    | 0%         |
| BYOD (base = 26*)                                       | 62%                   | 46%                     | 62% | 4%    | 8%         |
| Improved ergonomics of working environment (base = 21*) | 67%                   | 57%                     | 52% | 5%    | 0%         |
| Social media usage policy (base = 15*)                  | 20%                   | 43%                     | 60% | 7%    | 0%         |



Denotes top source(s) prompting implementation by technology

Respondents = those who have implemented given technology specifically to improve productivity within organization

(varies by technology; see above; \* Interpret with caution- small base size (<30).)



## What source(s) led your organization to implement these technologies to improve productivity?

(Select all that apply per row).

|  | Employees / End-users | Executives / Management | IT  | Other | Don't Know |
|--|-----------------------|-------------------------|-----|-------|------------|
| Multi-screening / monitors / displays<br>(base = 70)       | 36%                   | 33%                     | 86% | 4%    | 0%         |
| Improved or upgraded systems<br>(base = 68)                | 51%                   | 32%                     | 62% | 6%    | 0%         |
| Tablets / mobile device support<br>(base = 49)             | 41%                   | 57%                     | 73% | 4%    | 0%         |
| Flexible / remote working / hot desking<br>(base = 41)     | 44%                   | 59%                     | 63% | 5%    | 2%         |
| Cloud-based infrastructure<br>(base = 32)                  | 13%                   | 41%                     | 66% | 6%    | 0%         |
| BYOD<br>(base = 17*)                                       | 59%                   | 29%                     | 29% | 0%    | 6%         |
| Improved ergonomics of working environment<br>(base = 15*) | 40%                   | 60%                     | 47% | 20%   | 0%         |
| Social media usage policy<br>(base = 16*)                  | 6%                    | 44%                     | 56% | 13%   | 6%         |



Denotes top source(s) prompting implementation by technology

Respondents = those who have implemented given technology specifically to improve productivity within organization

(varies by technology; see above; \* Interpret with caution- small base size (<30).)

## Who Is Driving New Technology Adoption In Organizations?

### UK

- In the UK, end-users and executives are credited with driving flexible working environments and tablets to a greater extent than those in the US.

## What source(s) led your organization to implement these technologies to improve productivity?

(Select all that apply per row).

|   | Employees / End-users | Executives / Management | IT  | Other | Don't Know |
|---|-----------------------|-------------------------|-----|-------|------------|
| Multi-screening / monitors / displays<br>(base = 24*)     | 38%                   | 46%                     | 63% | 0%    | 0%         |
| Improved or upgraded systems<br>(base = 19*)              | 58%                   | 37%                     | 53% | 5%    | 5%         |
| Tablets / mobile device support<br>(base = 24*)           | 46%                   | 79%                     | 46% | 0%    | 0%         |
| Flexible / remote working / hot desking<br>(base = 21*)   | 71%                   | 57%                     | 52% | 0%    | 5%         |
| Cloud-based infrastructure<br>(base = 27*)                | 33%                   | 46%                     | 71% | 0%    | 0%         |
| BYOD<br>(base = 16*)                                      | 63%                   | 25%                     | 38% | 6%    | 0%         |
| Improved ergonomics of working environment<br>(base = 9*) | 44%                   | 56%                     | 56% | 0%    | 11%        |
| Social media usage policy<br>(base = 11*)                 | 9%                    | 45%                     | 55% | 18%   | 9%         |

 Denotes top source(s) prompting implementation by technology

Respondents = those who have implemented given technology specifically to improve productivity within organization

(varies by technology; see above; \* Interpret with caution- small base size (<30).)

## Who Is Driving New Technology Adoption In Organizations? Australia

- In Australia, end-users are identified as the primary source driving flexible work environments, and executives as the primary driver of tablet usage.
- Though IT is credited with driving implementation of fewer technologies than in the US and UK, they play a greater role in cloud-based infrastructure than those in the US and UK.

## Security

Few organizations plan to decrease their budget, and intend to invest most in maintaining and improving security.

With ever increasing fear of security breaches, it is not surprising to see that the majority of respondents in the US, UK and Australia regard their security as a top priority.

Human error, lack of process or employees not following established process, and external threats are perceived to be the biggest IT security risks to organizations.

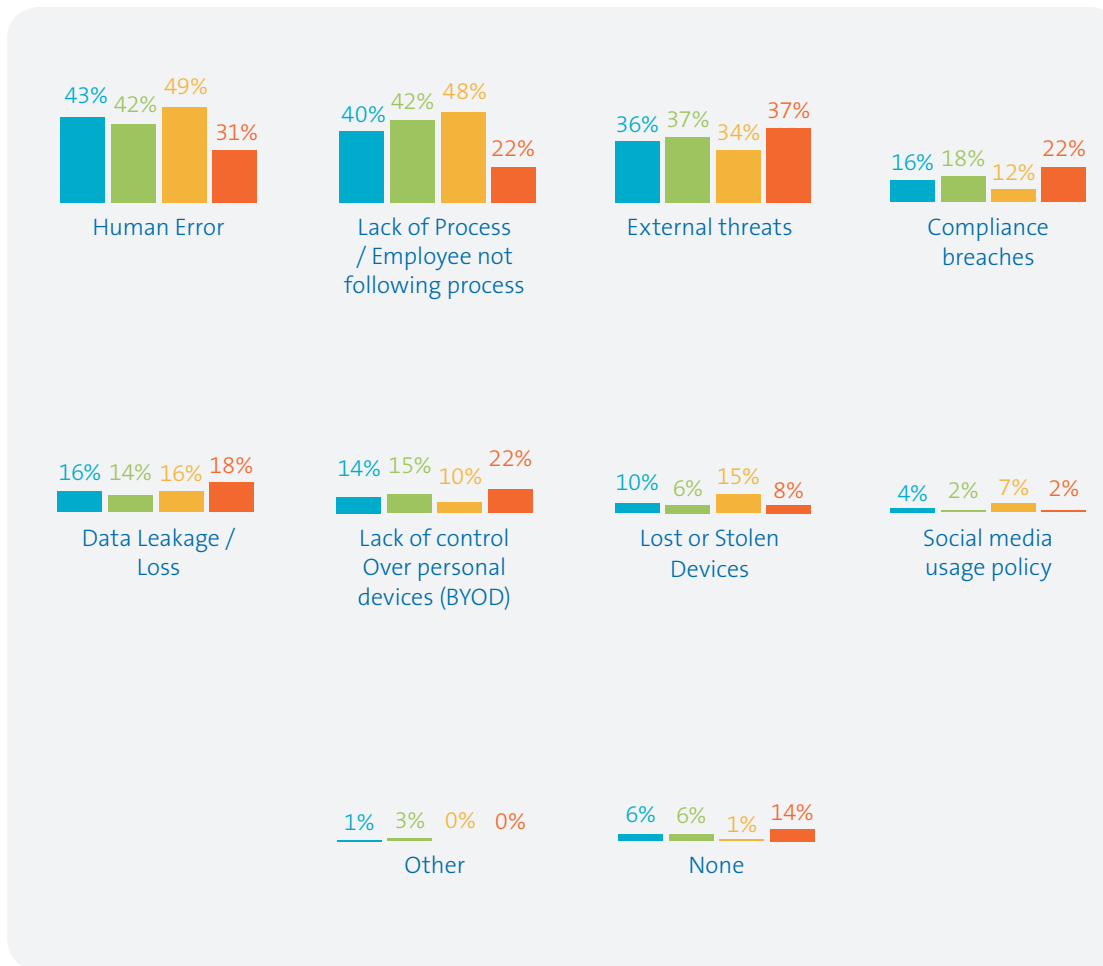
**2/5** organizations plan to increase spend on security and employee connectivity/uptime.

- Average
- United Kingdom
- United States
- Australia



## What do you anticipate will be the biggest risks to your organization's IT security in 2016?

(Select up to two).



## IT Security Risks

- Though the rank order shifts slightly across countries, the top risks to IT security are consistent. Human error, lack of process/ employees not following process, and external threats are perceived to be the biggest IT security risks.



Respondents: Total = 251; US = 100; UK = 100; AUS = 51

## Employee Wellness

Organizations are taking active steps to improve employee wellness.

In Australia, wellness requests are slightly more common, with 61% of IT Professionals reporting requests (most commonly sit/stand desks and monitor risers).

A possible indication that Australian firms have a better understanding of wellness as a business productivity issue and that employees are more aware of the options available to them.

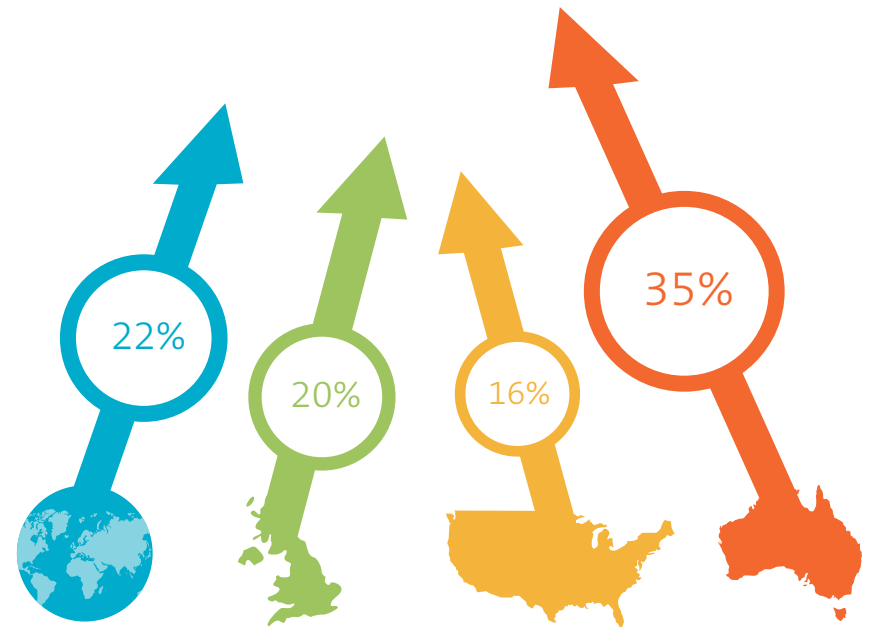
That employee wellness, particularly fit-for-purpose workstations, can have a significant effect on productivity is logical and may, in the future become a legal compliance issue. However, the potential for IT to contribute to improving productivity through investment in wellness still needs to be championed in the boardroom.

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**52%** 52% of IT Professionals report they do not receive requests from colleagues/ employees regarding their workspace wellness.

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*% of Organizations Planning Increased Employee Wellness Spend*



■ Average   ■ United Kingdom  
■ United States   ■ Australia

## What is the ONE most common request you receive from colleagues / employees regarding their workplace wellbeing?

(Select only one).

### Workplace Wellness Requests

- 52% of IT Professionals report they do not receive requests from colleagues/employees regarding their workspace wellness.
- These requests are slightly more common in Australia, with 61% of IT professionals surveyed reporting such requests (most commonly sit/stand desks and monitor risers).

■ Average    ■ United Kingdom  
■ United States    ■ Australia



Respondents: Total = 251; US = 100; UK = 100; AUS = 51

## *% of IT Professionals That Believe Competing Priorities Are A Barrier To Managing IT Solutions*

### Value Barriers to Improvement

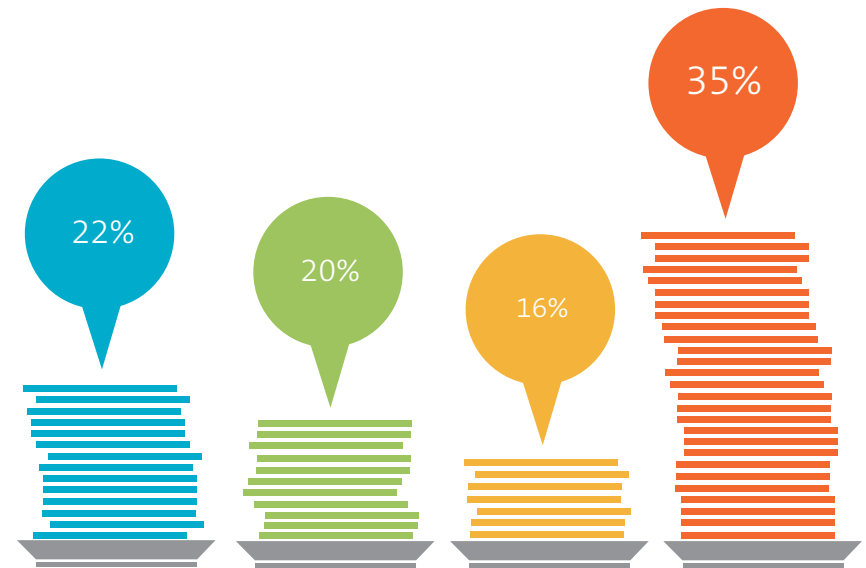
IT Professionals perceive the biggest failure as the importance of IT in the workplace being under-valued.

Complaints about organizations' commitment to IT ranged from no or low budget allocation and lack of management understanding, to limited training for end-users.

IT Professionals laid bare the frustrations that they experience in trying to achieve their goals. Respondents claimed that they were hampered by lack of time/resources (44%), insufficient budget (40%), IT viewed as a cost, not as an opportunity (36%) and employees disregarding the 'rules' (28%).

The factors IT Professionals believe will have the biggest impact on their role in the future are the cloud, security, budget, and company direction/management.

Competing IT priorities are identified as much more of a problem in Australia than for the US and the UK.

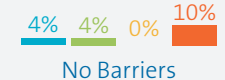
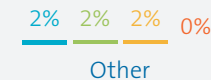
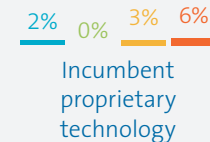
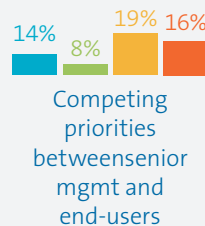
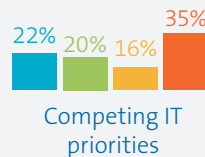
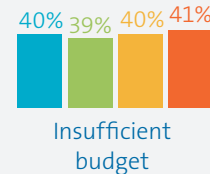
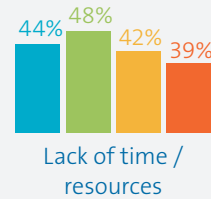


## What are the biggest barriers your organization faces in managing its IT solutions?

(Select up to three).

### Barriers to Managing IT Solutions

- Key barriers organizations face in managing their IT solutions are: lack of time/resources (44%), insufficient budget (40%), IT viewed as a cost, not an opportunity (36%) and employees disregarding the “rules” (28%).
- Those in Australia also identify competing IT priorities as a key barrier at considerably higher rates than those in the US and UK.





## The Role of the IT Manager

The way in which IT Professionals view themselves can have an impact on their ability to deliver. Respondents were asked whether they saw themselves as firefighters, diplomats, teachers, soothsayers, bad guys or accountants:



Firefighter

Reacting to problems rather than proactively developing and delivering IT strategy



Soothsayer

Predicting the future; anticipating need and second guessing technological change



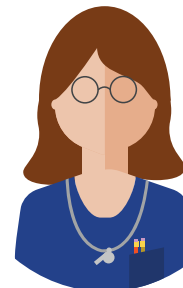
Diplomat

Carefully handling multiple stakeholder requirements, peace keeping between employees and senior management



Bad guy

Always saying “no”



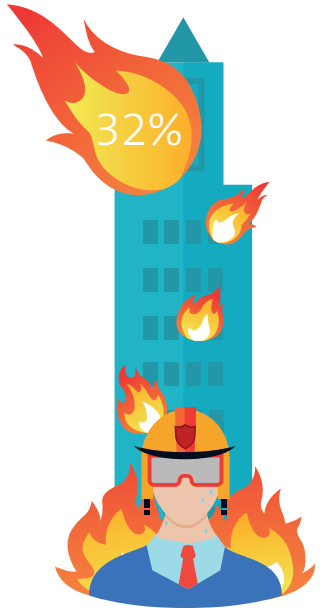
Teacher training

Guiding and correcting mistakes

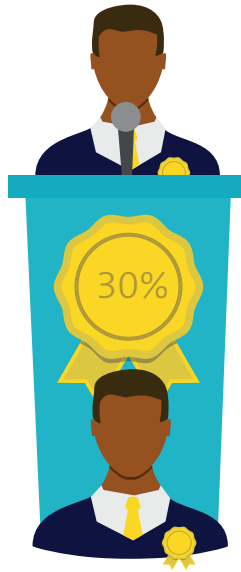


Accountant

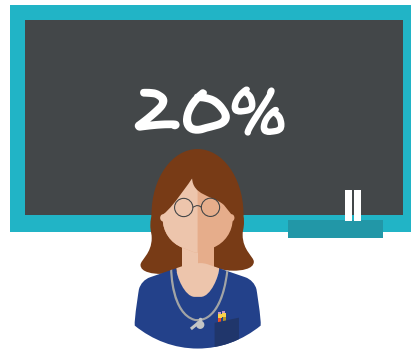
Spending more time focusing on IT budget than strategy



Firefighter



Diplomat



Teacher

■ Average

## Firefighters

32% of all IT Professionals surveyed identify with a firefighter, and 30% as a diplomat, with 20% as a teacher. In the US, the number of firefighters was even greater, with 42% identifying themselves as a firefighter.

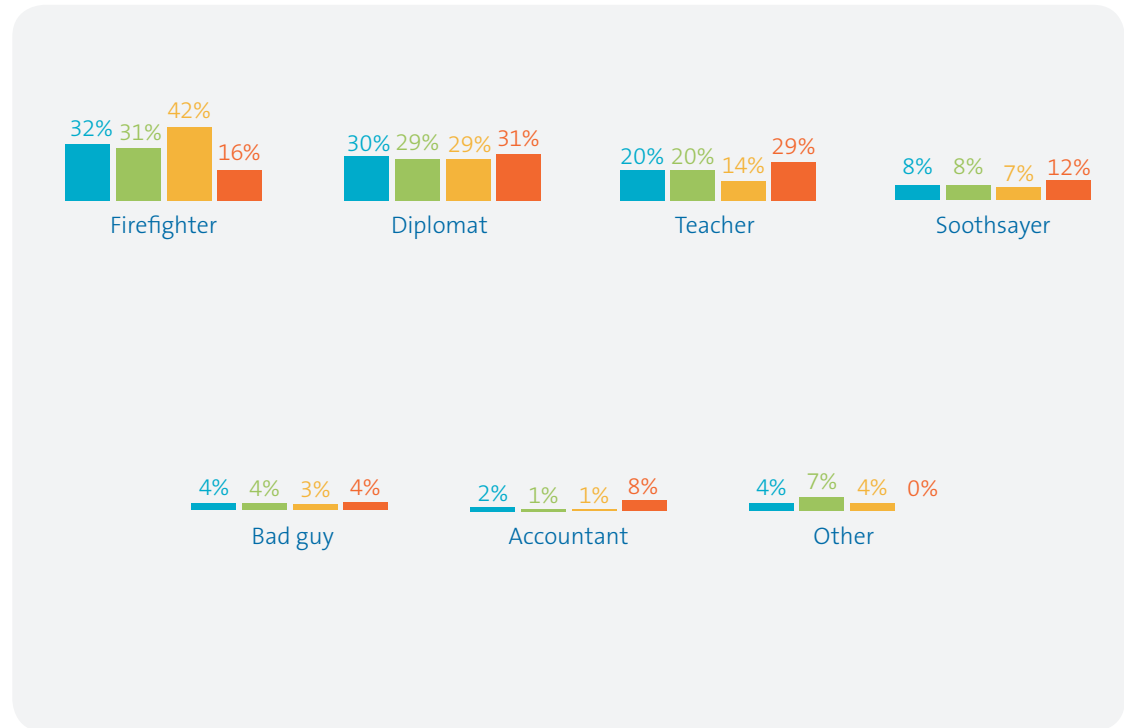
Meanwhile in Australia, respondents were more likely to identify as a teacher, soothsayer or accountant – perhaps indicative of a higher likelihood to be involved in strategy and budgetary control.

In your role as an IT professional, which ONE of the following personalities do you most identify with?

(Select only one).

## IT Professional Personalities

- 32% of all IT Professionals surveyed identify with a firefighter, and 30% identify as a diplomat.
- IT Professionals in Australia are more likely to identify as a teacher, soothsayer or accountant than those in the US and UK.



■ Average    ■ United Kingdom  
■ United States    ■ Australia

Respondents: Total = 251; US = 100; UK = 100; AUS = 51

## The Role of the IT Manager

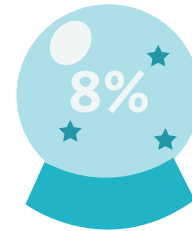
The impact on the esteem, and performance of IT Professionals is likely to be negative if they perceive themselves as under-valued.

8% of all IT Professionals surveyed identify with a 'soothsayer', 4% as a bad guy, and 2% as an accountant.

Overall, the role responses and particularly the focus on soft skills, are a strong indication that IT Professionals are key players in handling communications within their organizations, and are respected by their work colleagues for their technical knowledge and negotiation/mediation skills.

It is a moot point as to whether this translates into respect at managerial level, the stated barriers to improvement and feeling that IT is often seen as a cost rather than an opportunity, would indicate not.

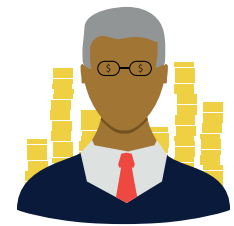
■ Average



Soothsayer



Bad Guy



Accountant

# The Role of the IT Manager

What internal and/or external factors do IT Professionals think will have the biggest impact on their role over the next 2 years?

*“Security - empowering/training users as well as patching/breaches, etc ”*



*“Continually declining budget with increasing expectations ”*

*“Cloud security and access to suitably trained staff ”*

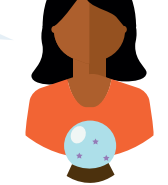


*“Business growth and change.”*

*“Cloud, compliance, regulatory issues, governance.”*



*“IT budgets being reduced, moving to more consultants and cloud-based systems.”*



## Conclusion – More Emphasis on Wellness, Productivity and Strategy

### A Missed Opportunity?

IT Professionals are quite right to identify security as a core issue, not least because their own people are a leak – lost laptops and devices are vulnerable gateways to networks. However, it's concerning that so few respondents put an emphasis on reducing administration and improving productivity in their organizations.

### What's Driving Wellbeing Requests?

Organizations across the globe are taking the issue of employee wellness seriously. Almost half of respondents in the US and UK said that they received requests from their employees to improve wellness. So is this indicative of a poor track record, or of greater employee enlightenment?

### A Change in Emphasis

It is clear that IT Professionals are spending far too much of their time on administrative and help desk activities.



### Part of the problem is that IT feels undervalued

IT Professionals reported that they are hampered by many factors including lack of time/resources, insufficient budgets, their management not understanding and limited training for end-users.

## Conclusion – How Can IT Professionals Increase Their Sense Of Value?

IT Professionals' perception of their role appears to be primarily that of problem solver, not business enabler. It is striking how many respondents described themselves as firefighters, diplomats and teachers – sorting problems, training users and resolving issues - rather than 'soothsayers', thinking about how IT can be harnessed to deliver real-world commercial advantage.

IT Professionals will prosper and feel more valued by being afforded the bandwidth to allocate time and resources to either promote their potential 'worth to the business' or to advocate and plan the use of technology to directly impact the bottom line.

The word 'budget' is potentially divisive, sending the message that IT is a cost. Perhaps perception would be improved if IT spend was instead positioned as an 'investment' and IT Professionals as valued experts charged with maximising ROI for the business.

- Remove the firefighter helmet
- Proactively seek to support other departments
- Unlock the simplest productivity gains delivered by multi screen computing and employee wellness
- Walk tall



# Background & Methodology

## Research Objectives

Kensington commissioned market research to identify the top IT investment trends for 2016 (e.g., BYOD, Cloud, Mobility, etc.).

## Methodology

- Spiceworks Voice of IT surveyed IT pros in an online survey.
- Data was collected in October, 2015.
- A total of 251 completed surveys were collected.

## Geographic Representation

- Respondents were located in the US, UK and Australia.

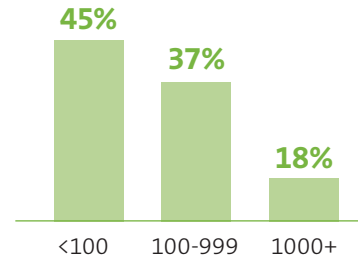
## Qualification Criteria

- Respondents were required to be actively involved in IT decisions / deployment for their organization.
- Industry, company size and title were allowed to fallout naturally

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[Kensington.com/ITProVoice2016](http://Kensington.com/ITProVoice2016)

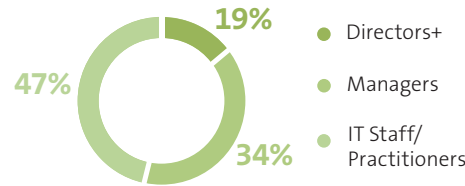
**Company Size**  
(# of employees)



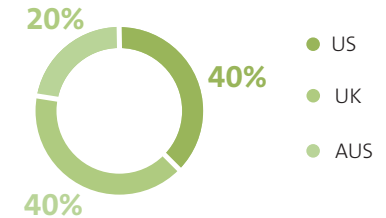
**Top Industries**

|                    |     |
|--------------------|-----|
| Education          | 14% |
| Manufacturing      | 13% |
| IT services        | 12% |
| Healthcare         | 8%  |
| Financial services | 6%  |
| Non profit         | 5%  |
| Construction       | 5%  |

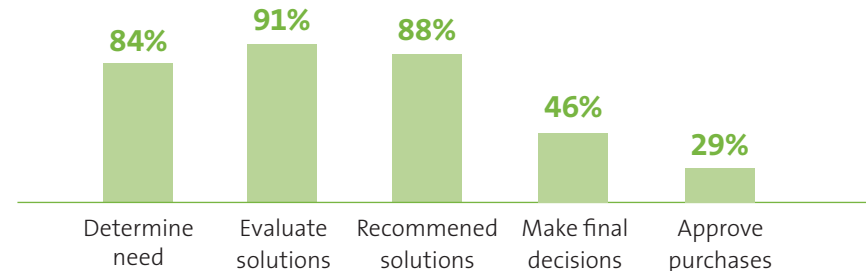
**Title**



**Geography**



**IT Solutions Deployment Influences**



About Spiceworks Voice of IT®

The Spiceworks Voice of IT® market insights program publishes stats, trends and opinions collected from small and medium business technology professionals who are among the more than 6M users of Spiceworks. Survey panelists opt-in to answer questions on technology trends important to them. To use data from this report, visit: [www.spiceworks.com/voice-of-it/terms](http://www.spiceworks.com/voice-of-it/terms)



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