

MeasureIT Benchmarking: Available Metrics (Combined Budget and Staffing)

NOTE: Budget metrics only - sections A, B, C, G

Staffing metrics only - sections A, D, E, F, G, H

Section A: Primary Demographic Metrics for your IT Group:

- IT staff to all staff
- IT staff to all users
- Annual gross revenue to IT staff
- Virtual to physical servers
- Workstations to IT staff
- Thin clients to IT staff
- % peers who outsource some part of IT
- % of companies that have taken action to recent economic conditions: hiring freeze
- % of companies that have taken action to recent economic conditions: reduced contracting / consulting
- % of companies that have taken action to recent economic conditions: laid-off employees
- % of companies that have taken action to recent economic conditions: postponed / cancelled projects
- % of companies that have taken action to recent economic conditions: reduced discretionary spending – travel, subscriptions, training
- % of companies that have taken action to recent economic conditions: cancelled / terminated vendor warranties or maintenance
- % of companies that have taken action to recent economic conditions: renegotiated vendor agreements
- % of companies that have taken action to recent economic conditions: renegotiated vendor service levels
- % of companies that have taken action to recent economic conditions: reduced IT service levels
- % change in planned IT spending for 2009 due to recent economic conditions

Section B: IT Operational Budget Metrics for your IT Group:

- Operational budget to revenue
- Operational budget to staff
- Operational budget to IT staff
- Operational budget to users
- Operational budget to workstations
- % of operational budget for IT employees
- % of operational budget for IT contractors
- % of operational budget for consulting
- % of operational budget for IT training
- % of operational budget for outsourcing
- % of operational budget for ongoing software licenses and maintenance
- % of operational budget for hardware maintenance / upgrades
- % of operational budget for technical services
- % of operational budget for data communications
- % of operational budget for voice communications
- Operational budget growth % from previous year

Section C: IT Capital Budget Metrics for your IT Group:

- Capital budget to revenue
- Capital budget to staff
- Capital budget to IT staff
- Capital budget to all users
- Capital budget to workstations
- % of capital budget for new hardware
- % of capital budget for new software
- Capital budget growth % from previous year

Section D: IT Staff Organizational Metrics for your IT Group:

- % of IT staff who are full-time IT employees
- % of IT staff who are part-time IT employees
- % of IT staff who are contract IT staff
- % of IT staff who are remote IT staff
- % of IT staff who are on-call IT staff
- % of IT staff who are female IT staff
- % of IT staff who are IT managers
- % of IT staff who are senior IT managers
- Staff attrition % in past year
- Staff growth % in past year
- Staff growth % anticipated in next year

Section E: IT Staff Experience Metrics for your IT Group:

- Average staff length of service
- % of staff with length of service: 0-2 years
- % of staff with length of service: 3-5 years
- % of staff with length of service: 6-10 years
- % of staff with length of service: 11-20 years
- % of staff with length of service: 21+ years
- Average staff career experience
- % of staff with IT related career experience: 0-2 years
- % of staff with IT related career experience: 3-5 years
- % of staff with IT related career experience: 6-10 years
- % of staff with IT related career experience: 11-20 years
- % of staff with IT related career experience: 21+ years

Section F: IT Staff Activity Metrics for your IT Group:

- % of IT FTE's performing applications requirements and analysis
- % of IT FTE's performing applications design and development
- % of IT FTE's performing applications testing / QA
- % of IT FTE's performing applications maintenance
- % of IT FTE's performing applications support
- % of IT FTE's performing help desk administration and support
- % of IT FTE's performing workstation administration and support
- % of IT FTE's performing network administration and support
- % of IT FTE's performing database administration and support

- % of IT FTE's performing storage administration and support
- % of IT FTE's performing server / System administration and support
- % of IT FTE's performing project management
- % of IT FTE's performing non-technical planning / administration / financial
- % of IT FTE's performing technical planning / architecture
- % of IT FTE's performing end user training
- % of IT FTE's performing IT security

Section G: IT Outsourcing Metrics for your IT Group:

- % of application services costs outsourced
- % of application development services costs outsourced
- % of application maintenance services costs outsourced
- % of web site / e-commerce services costs outsourced
- % of disaster recovery services costs outsourced
- % of help desk services costs outsourced
- % of desktop support services costs outsourced
- % of data network operations services costs outsourced
- % of voice network operations services costs outsourced
- % of data center operations services costs outsourced
- % of companies who have outsourced Application services
- % of companies who have outsourced Application development services
- % of companies who have outsourced Application maintenance services
- % of companies who have outsourced Web site / e-commerce services
- % of companies who have outsourced Disaster recovery services
- % of companies who have outsourced Help desk services
- % of companies who have outsourced Desktop support services
- % of companies who have outsourced Data network operations services
- % of companies who have outsourced Voice network operations services
- % of companies who have outsourced Data center operations services

Section H: Personal Experience Metrics:

- Average years of work experience.
- Average number of direct reports
- Average discretionary spending limit