

MeasureIT Frequently Asked Questions

1. Can I have a copy of all of the survey questions?

Yes. You can find a PDF of the questions for each survey on their respective pages on the website:

<http://www.infotech.com/research/measureit/budgeting> or <http://www.infotech.com/research/measureit/staffing>

2. What metrics will I receive data on?

See the [Available Metrics PDF](#) to review the exact metrics in your survey results.

3. When will I receive my report?

Reports run one at a time in order in which they are requested. It can take up to 24 hours to be delivered. Please check for an email from measureit@measureit.infotech.com.

4. Why didn't I receive my benchmark report?

The report is only sent when you finish the survey itself. Upon completing the survey the client will have their report automatically generated for them.

5. How do you choose who to compare me to?

60% of the criteria used to build your peer group involves matching to companies in the same industry and with a similar amount of activities outsourced. The remaining 40% is allocated among company characteristics as defined by your demographics.

6. If I need to stop completing the survey at any point, does it save the answers I have already entered?

You can stop at any time by closing your browser window. All data that you have entered will be saved.

7. Can I go back and change items?

Yes, you can by using your email address and the password you set up. The survey will bring you to the point where you left off and you can go forward or backwards from that point.

8. What if I forget my password?

Use the forget password functionality on the MeasureIT login website.

9. Is there a way I can see my responses to the survey?

Yes. Simply log in with your email address and the password you set up. You can login here:

<https://infotech.3uu.us/pages/3/Login.php>

10. The report doesn't reflect my answers. Why is this?

If your report is not what you were expecting, there are a few possibilities. We recommend you log back into the survey and review the data you entered for each metric you're unsure of. Be sure to read the text around that metric within the customized benchmark report.

11. Why are some of the metrics in the benchmark report blank?

This occurs when a survey question is incomplete. Please log back into the survey and complete the question for which a metric is missing.