

Respondent name: Sample Health Care
Company name: Info-Tech
Respondant Email: healthcare@infotech.com

Executive Summary

The following table identifies how your high level staffing metrics compare to those of your peer group.

	Your metric value	Your quartile rank	25th Percentile	Median	75th Percentile	Number of Peers
IT staff to all staff	1.79%	3rd	0.98%	1.53%	2.89%	40
IT staff to all users	1.79%	3rd	0.80%	1.37%	1.96%	40
Annual gross revenue to IT staff	\$6,401,180	2nd	\$2,000,000	\$7,500,000	\$11,750,000	40

At a high level you appear to be staffed in-line with your peers.

There may be opportunities to better align staffing levels with business requirements in specific areas.

Review the metrics that follow in more detail to determine how you compare to your peers.

Benchmarking Goes Beyond Cost Justification/Savings

Performance Analysis

Use metrics to benchmark, analyze, and track performance. Consider your operational and capital spending versus various peer groups.

Diagnostics

Analyze metrics and benchmarking information to identify potential problem areas early and determine areas for improvement.

Decision Making

Avoid making decisions about staff levels in a vacuum – benchmarks can provide important metrics concerning peers, resulting in more informed conclusions.

Goal Setting

Set goals to align staffing levels and staffing mix with best practice IT organizations.

Accountability

Use benchmarking data to help management and staff understand what they are accountable for — and why

Ongoing Improvement

Apply benchmarking information as a foundation for continuous improvement in many areas – including IT Staffing.

Info-Tech's MeasureIT Staffing Metrics Overview

This custom benchmarking report provides you with:

- Top line metrics to help understand how your IT staffing levels compare to your peers
- Detailed staffing metrics including staff activity, staff mix, and staff experience
- An interpretation of your results compared to your peer group
- Suggested actions to consider to change your results
- Recommended research...

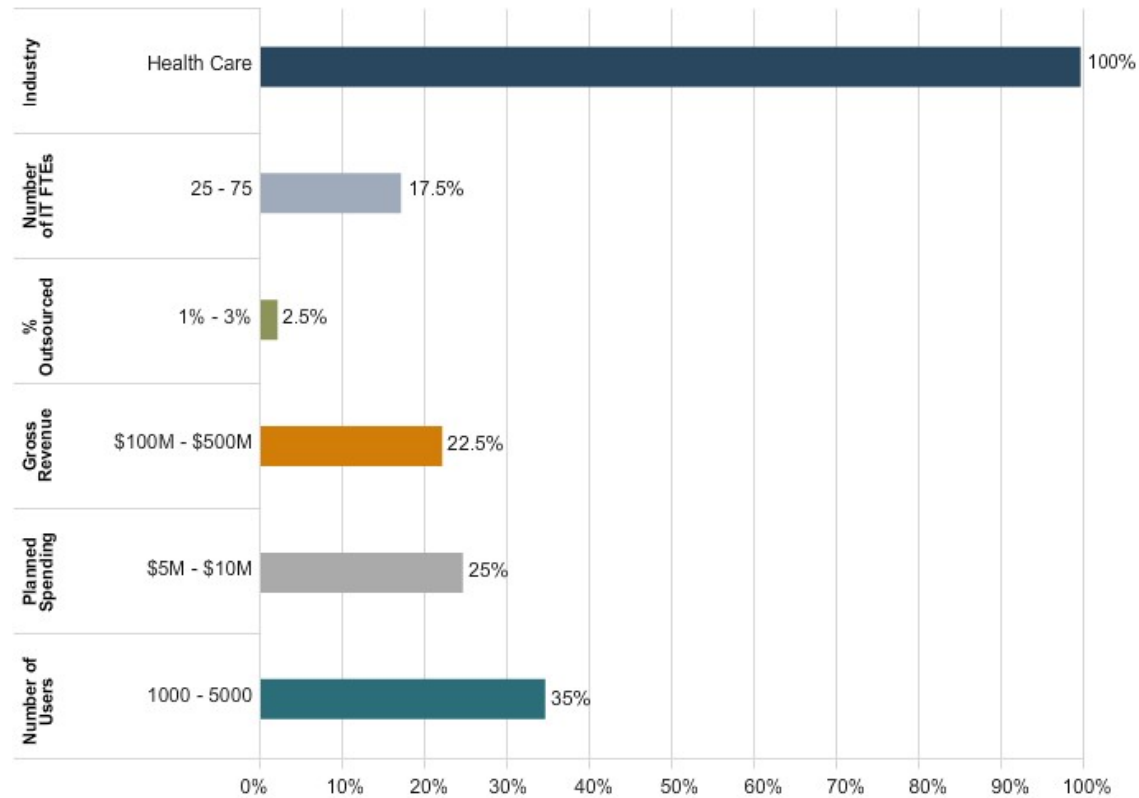
This benchmarking report is customized for you, and compares your metrics to:

- A custom peer group containing enterprises that match you as closely as possible.
- Your peer group is compiled based on multiple demographic factors including: industry, number of employees, revenue, revenue growth, IT budget growth, complexity, and involvement in outsourcing
- In addition to your composite peer group, top line metrics are compared to peers with closest match to each of several individual demographic factors. For example, you will be compared to other enterprises within your industry, without consideration for other factors.

Your Peer Group

Below is the composition of your peer group based on your demographic information. Your peer group is comprised of others in your industry, with similar sized IT groups, number of users supported by the IT group, planned IT spending, gross revenue, and percentage of IT services that are outsourced.

Peer Group Composition



Box Plot (a.k.a. Box and Whisker) Graphs Explained

Box plot graphs are highly informative and simple to interpret. They show on the same graph:

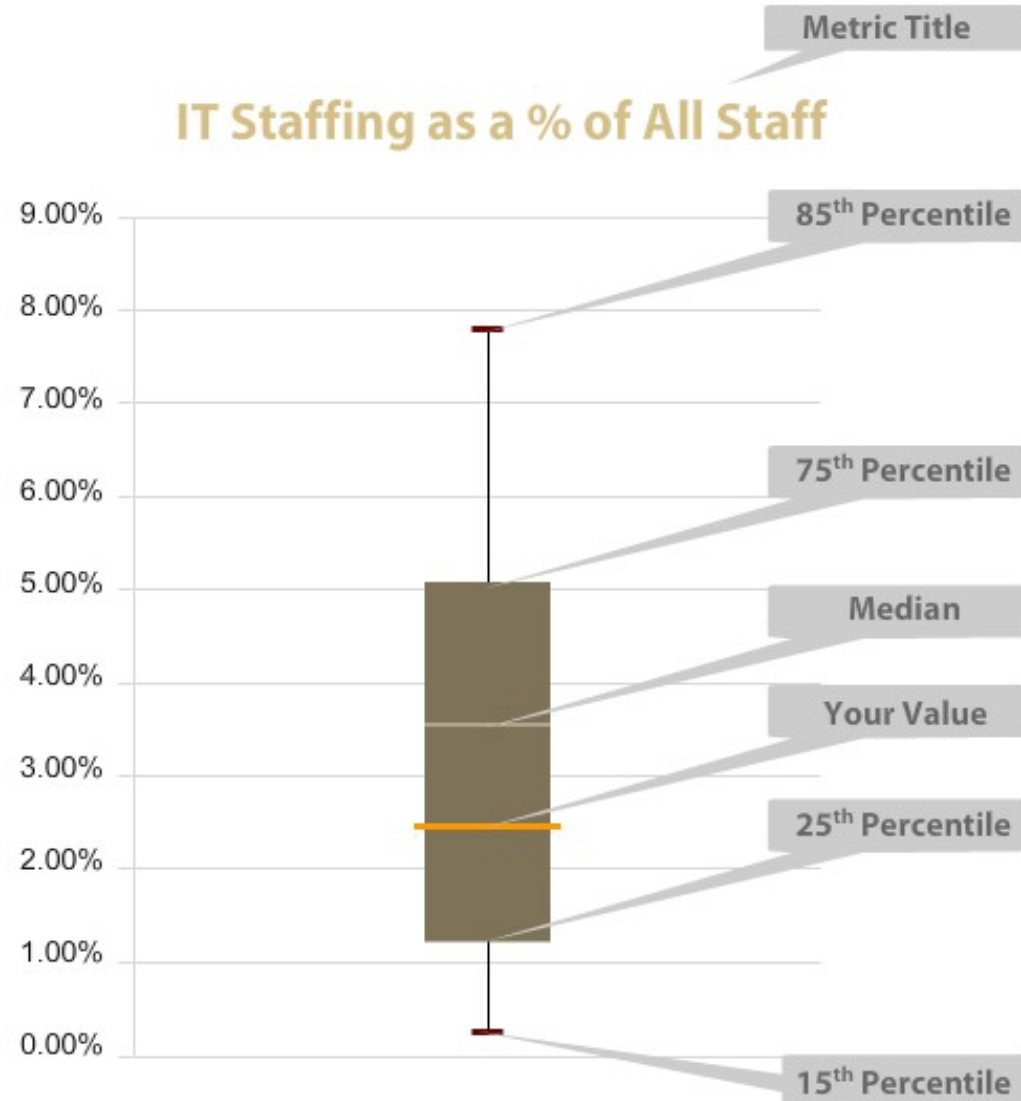
- The median of all responses
- The range of responses. You should never compare yourself to a simple median or simple average. Knowing where you fall within the range can help you determine how closely your results resemble the bulk of your peers.

Box plot elements:

- The thin white line – the median value (the value where 50% of respondents had a higher result and where 50% of the respondents had a lower result)
- The “tails” – shows the range of responses from the 15th percentile (the response where only 15% of metric values were lower) to the 85th percentile (the response where only 15% of metric values were higher)
- The thick orange line – the value of your metric

Box plot interpretation:

- Inside the “box” – your metric value falls within the middle 50 percent of respondents. You can consider yourself “in-line” with your peers.
- On the “tails” – your metric value is either lower or higher than the bulk of your peers, but not unexpected – within range but on the low or high side. Keep this result in mind as you review other metrics since it might be an indicator of performance issues.
- Outside the range – your metric value is outside, either much lower or much higher, what would normally be expected. Consider carefully why your value is extreme. This is a strong indicator of potential problems.

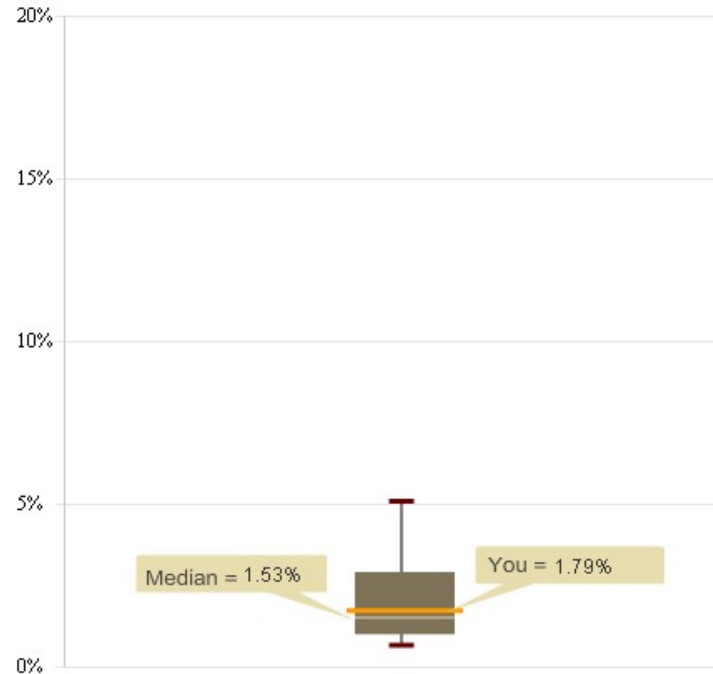


Top Level Metric – IT Staff as a Percentage of All Staff

This chart compares the size of your IT organization, relative to the size of the entire enterprise workforce, to your composite peer group.

Generally, if your metric value is in-line with your peers (inside the “box”) the relative size of your IT organization is reasonable compared to your peers. If you fall on or above the upper tail, your staffing level exceeds that of most of your peers. You should investigate what your organization is doing to require more staff or whether you are overstaffed. If you fall on or below the lower tail, your staffing level trails that of most of your peers. If this is the case, you should investigate whether your organization is highly efficient or whether you are understaffed.

IT Staff as a % of All Staff



This table compares your metric value to various highs and lows: the highest median value across all industries, lowest median value across all industries, the median value of your peer group, the 85th percentile value reported in your industry and the 15th percentile reported in your industry. Please note that your industry high and low should show the 85th and 15th percentiles respectively, not the absolute high and low which will almost always be outliers

Your Ratio	Highest Industry Median	Lowest Industry Median	Peer Group Median	Your Industry High	Your Industry Low
1.79%	5.66%	1.47%	1.53%	3.42%	0.68%

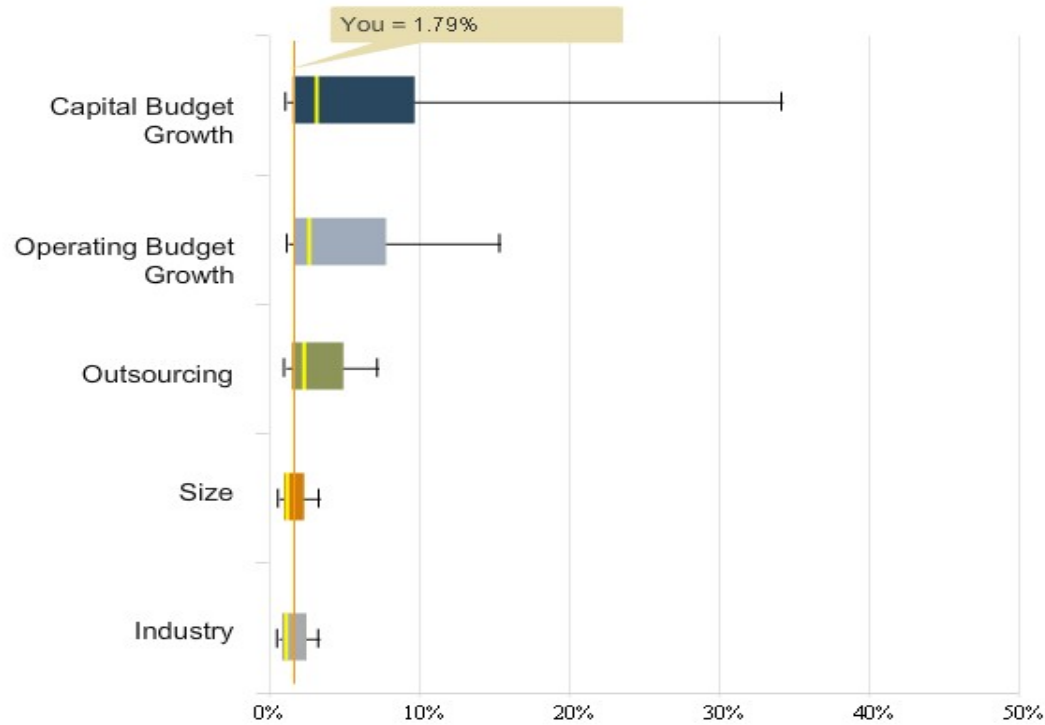
IT Staff as a Percentage of All Staff – Different Perspectives

This chart shows the relative size of the IT staff to all staff and compares this ratio to different peer groups as defined by a single demographic factor.

You can see, at a glance, how your relative staffing level compares to other organizations with similar:

- Growth in Capital Budget
- Growth in Operating Budget
- Involvement in Outsourcing
- Size based on Revenue
- And Industry

IT Staff as a % of All Staff - Peer Comparisons



This table shows how your staffing ratio compares to others with similar Capital and Operational Budget Growth, Outsourcing Activities, Size, and Industry

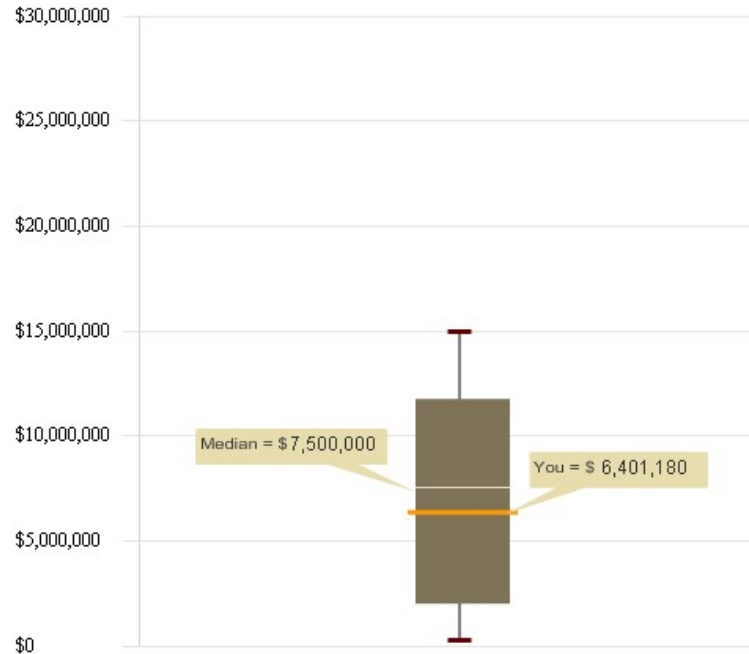
You	Capital Budget Median	Operating Budget Median	Outsourcing Median	Size Median	Industry Median
1.79%	3.49%	2.99%	2.63%	1.51%	1.47%

Top Level Metric - Gross Revenue per IT Employee

This chart compares the size of your IT organization relative to the total gross revenue of the enterprise.

Generally, if your metric value is in-line with your peers (inside the “box”) the relative size of your IT organization is reasonable compared to your peers. If your metric value falls on or above the upper tail, your IT organization is smaller than most of your peers. Consider whether your organization is highly efficient or whether you might be understaffed. If your metric value falls on or below the lower tail, you IT organization is larger than most of your peers. Consider whether your organization performs extraordinary duties or whether you might be overstaffed.

Gross Revenue per IT Employee



This table compares your metric value to various highs and lows: the highest median value across all industries, lowest median value across all industries, the median value of your peer group, the 85th percentile value reported in your industry and the 15th percentile reported in your industry.

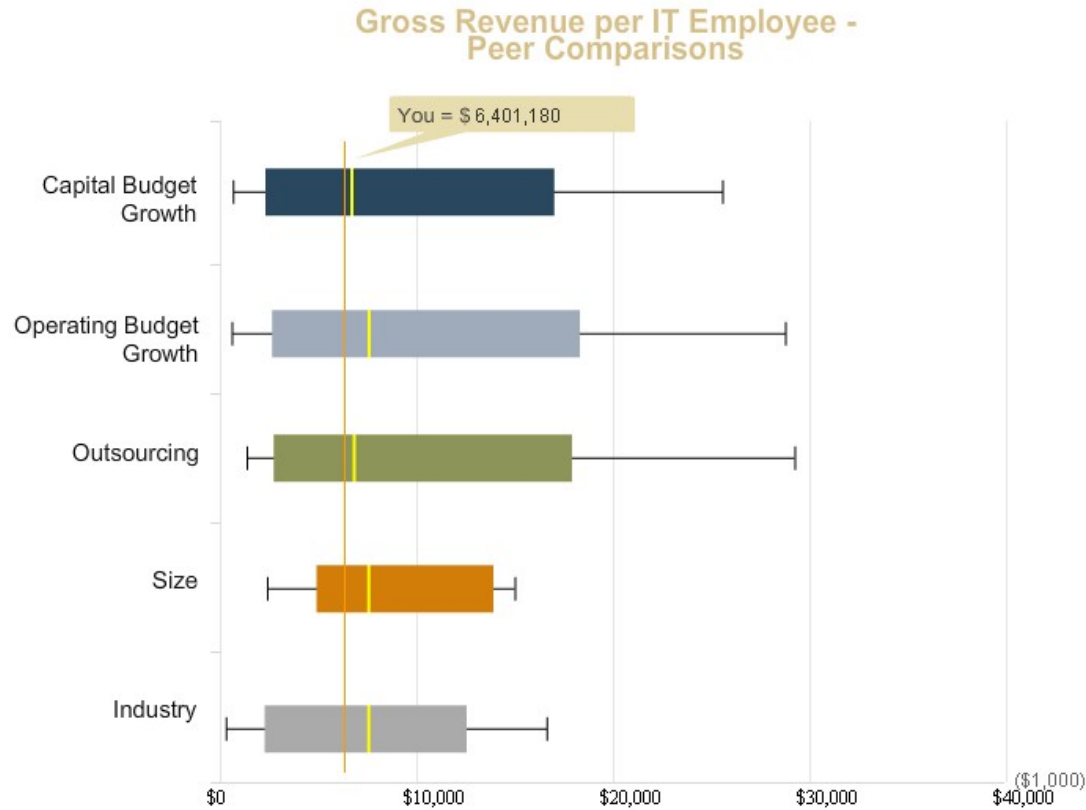
Your	Highest Industry Median	Lowest Industry Median	Peer Group Median	Your Industry High	Your Industry Low
\$6,401,180	\$32,819,577	\$2,666,667	\$7,500,000	\$16,625,000	\$305,083

Gross Revenue per IT Employee – Different Perspectives

This chart compares the size of your IT organization relative to the total gross revenue of the enterprise to different peer groups defined by single demographic factors.

You can see, at a glance, how your relative staffing level compares to other organizations with similar:

- Growth in Capital Budget
- Growth in Operating Budget
- Involvement in Outsourcing
- Size based on Revenue
- And Industry



This table shows how your staffing ratio compares to others with similar Capital and Operational Budget Growth, Outsourcing Activities, Size, and Industry

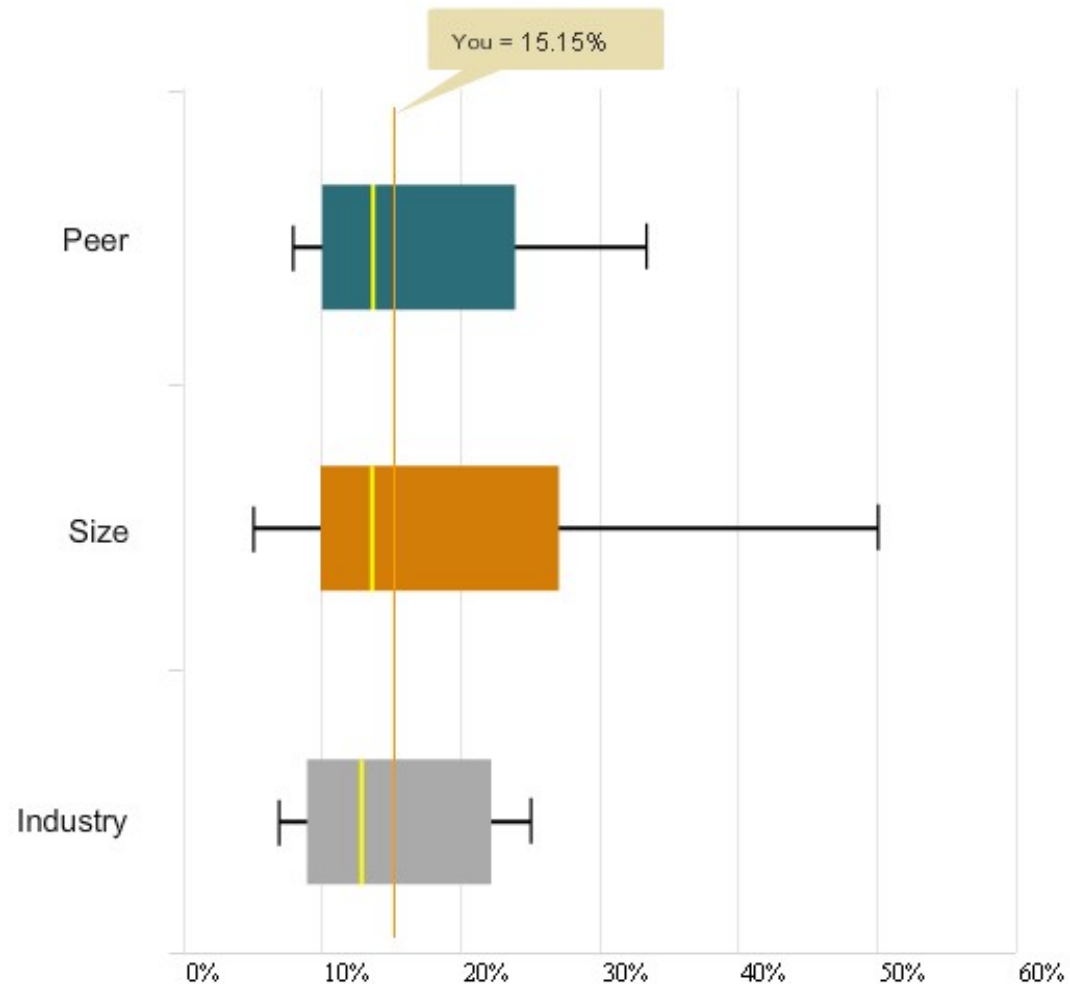
You	Capital Budget Median	Operating Budget Median	Outsourcing Median	Size Median	Industry Median
\$6,401,180	\$6,333,333	\$7,512,195	\$6,759,414	\$7,506,098	\$7,506,098

Second Level Metrics – IT Managers as a Percentage of all IT Staff

This chart compares the number of managers in your IT organization relative to number of IT staff to your composite peer group, to enterprises of similar size and to those in your industry.

- A metric value on or beyond the right tail, suggests that you have more managers than expected. Consider whether your managers are doing much more than just managing, or consider whether you have too many managers for your organization. A metric value on or beyond the left tail, suggests that you have fewer managers than expected. Consider whether other staff are taking on management duties, or consider whether you have too few managers for your organization.

IT Managers as a % of all IT Staff

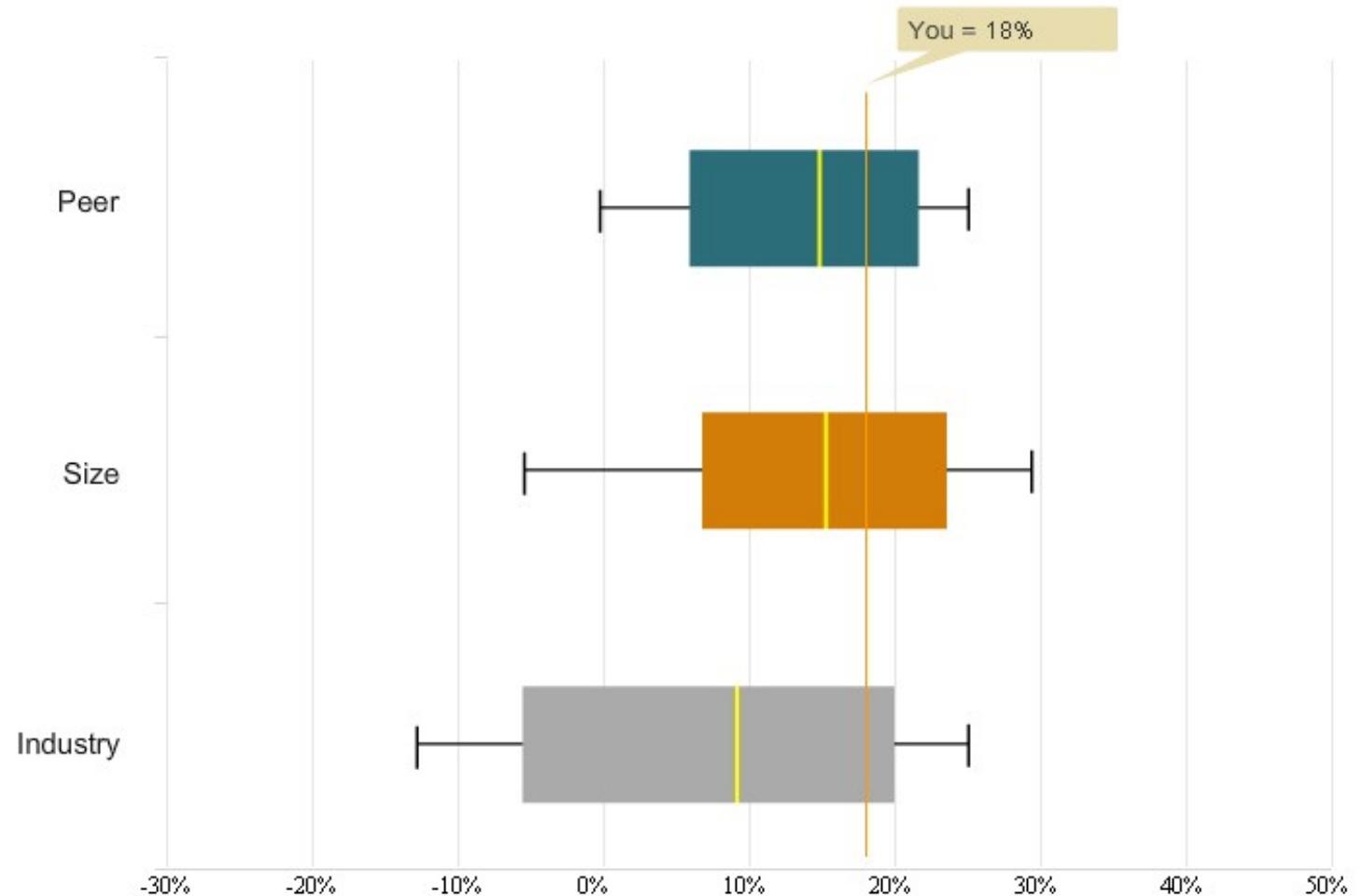


Second Level Metrics – Staff Growth

This chart compares how changes in your IT staffing levels compare with changes experienced by your composite peer group, within enterprises of similar size and by those in the same industry.

- A metric value on or beyond the right tail, suggests that you have experienced greater growth than most of your peers. Consider the rationale for this growth and whether, given company performance and economic conditions, this level of growth can be justified. A metric value on or beyond the left tail, suggests that you have experienced slower growth or greater contraction than most of your peers. Consider the drivers motivating your slow growth or contraction and whether this pace is appropriate given company performance and strategic objectives.

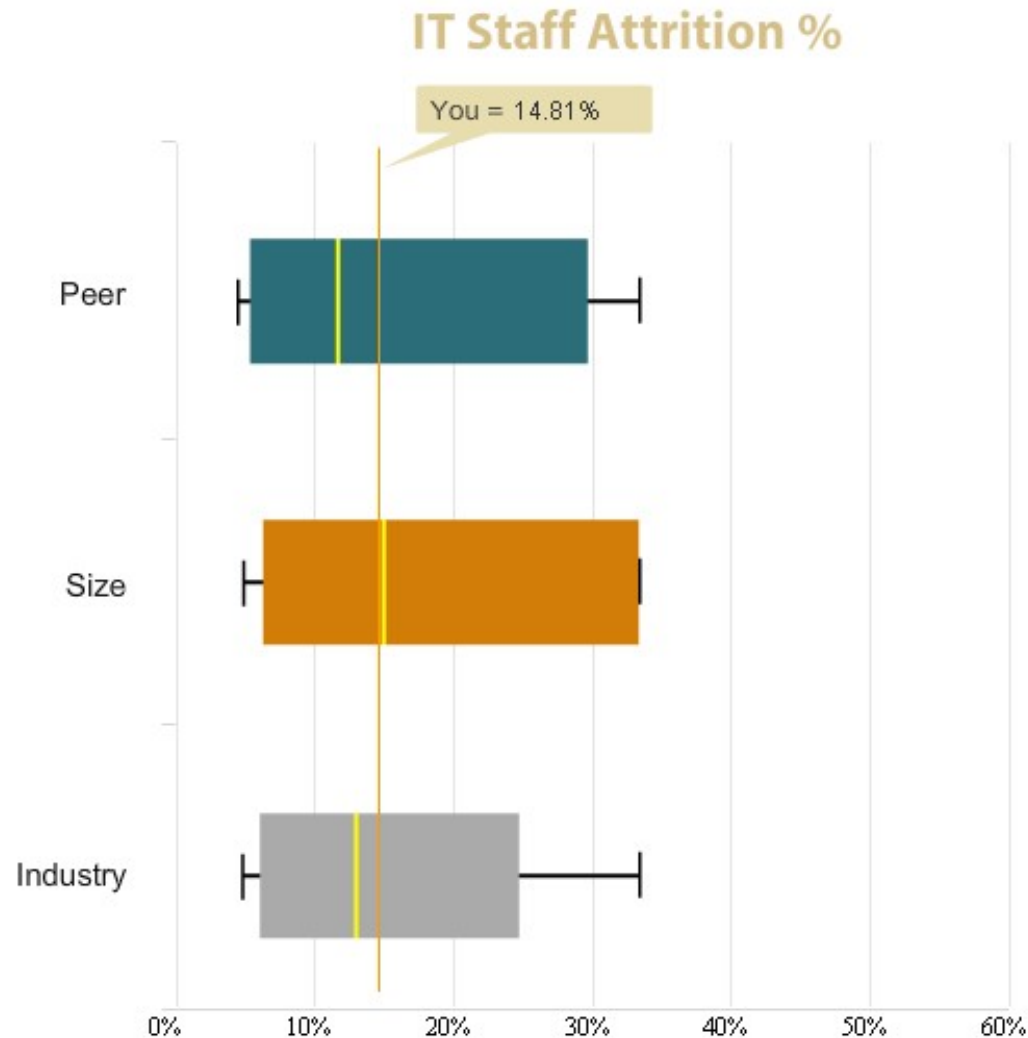
IT Staff Growth %



Second Level Metrics – Staff Attrition

This chart compares your IT staff attrition to that experienced by your composite peer group, within enterprises of similar size and the same industry.

- A metric value on or beyond the right tail, suggests that you have experienced higher attrition than most of your peers. Consider motivating factors driving staff to leave your organization and what retention programs might be warranted. A metric value on or beyond the left tail, suggests that you have experienced lower attrition than most of your peers. Consider whether you are retaining poor performers and what steps should be taken to keep your organization renewing itself.

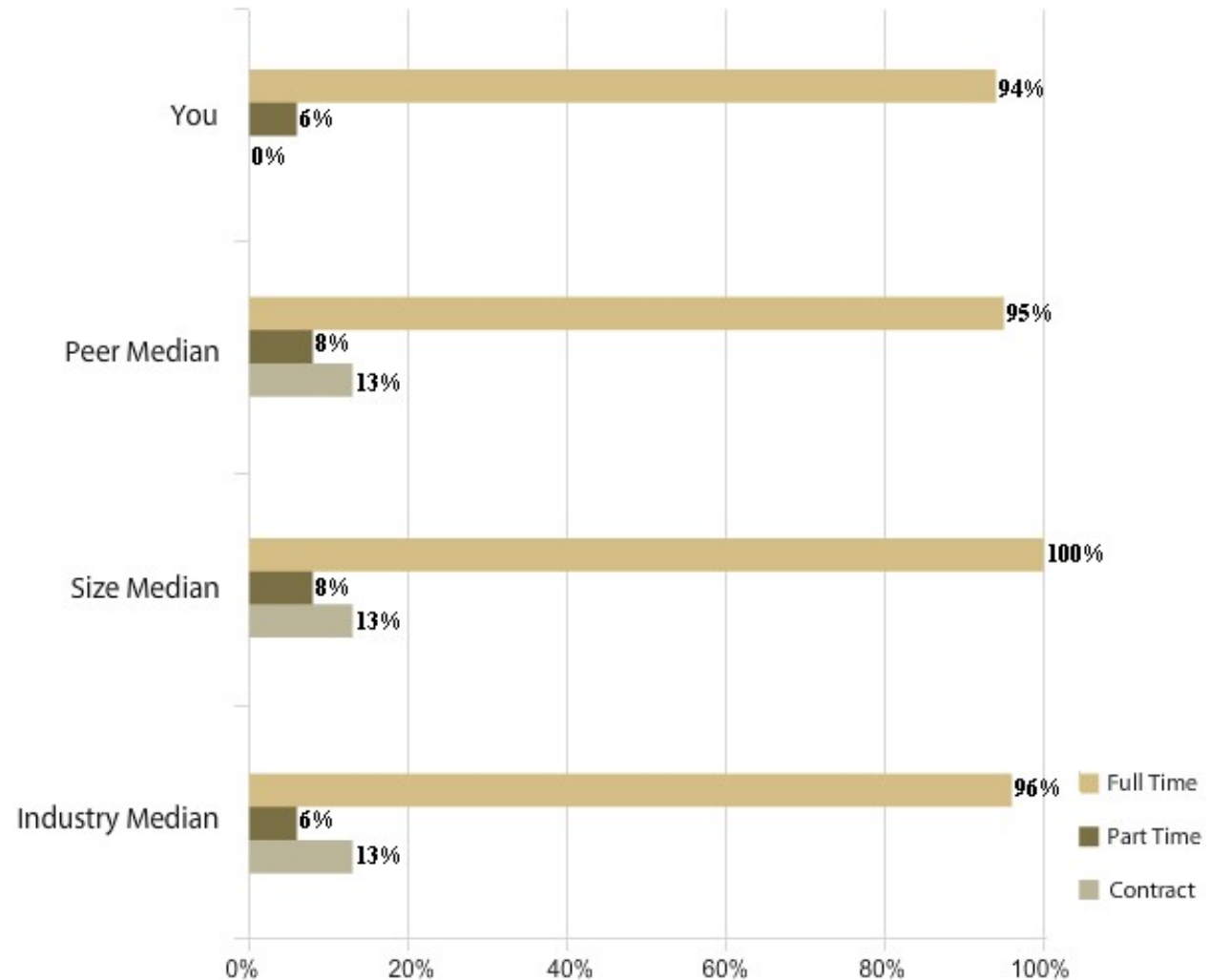


Second Level Metrics – Staff Mix by Employee Type

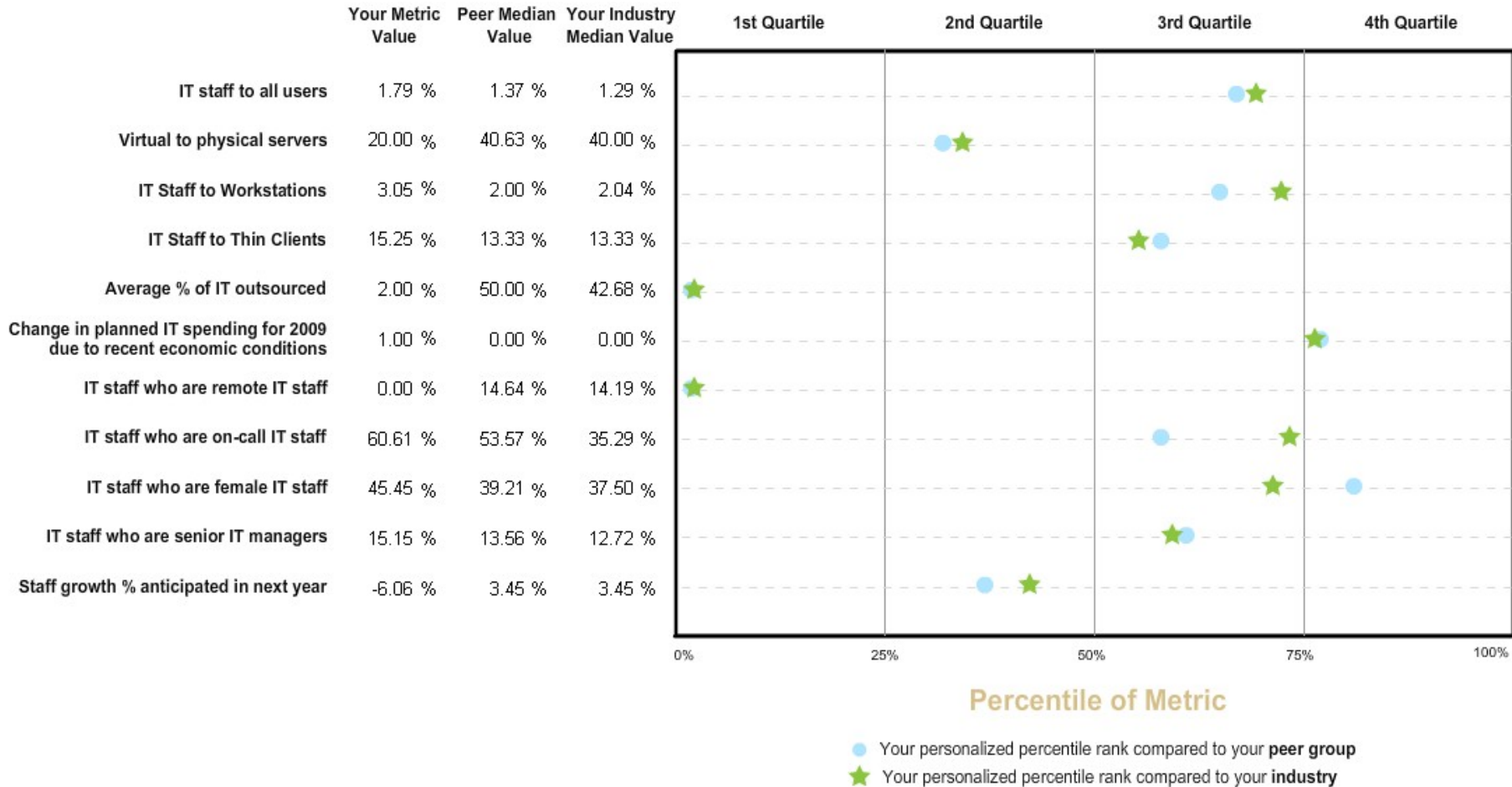
This chart compares your IT staffing mix in terms of full-time, part-time and contract staff with that of your composite peer group, within enterprises of similar size and the same industry.

- Maintaining a mix of contract, full-time and part-time staff permits organization flexibility in assigning duties, acquiring point-specific expertise and meeting temporary periods of peak demand. If your mix differs significantly from your peers, consider whether your organization has sufficient flexibility to affordably meet current and anticipated workload, or whether your organization may be incurring excessive costs with too many contractors.

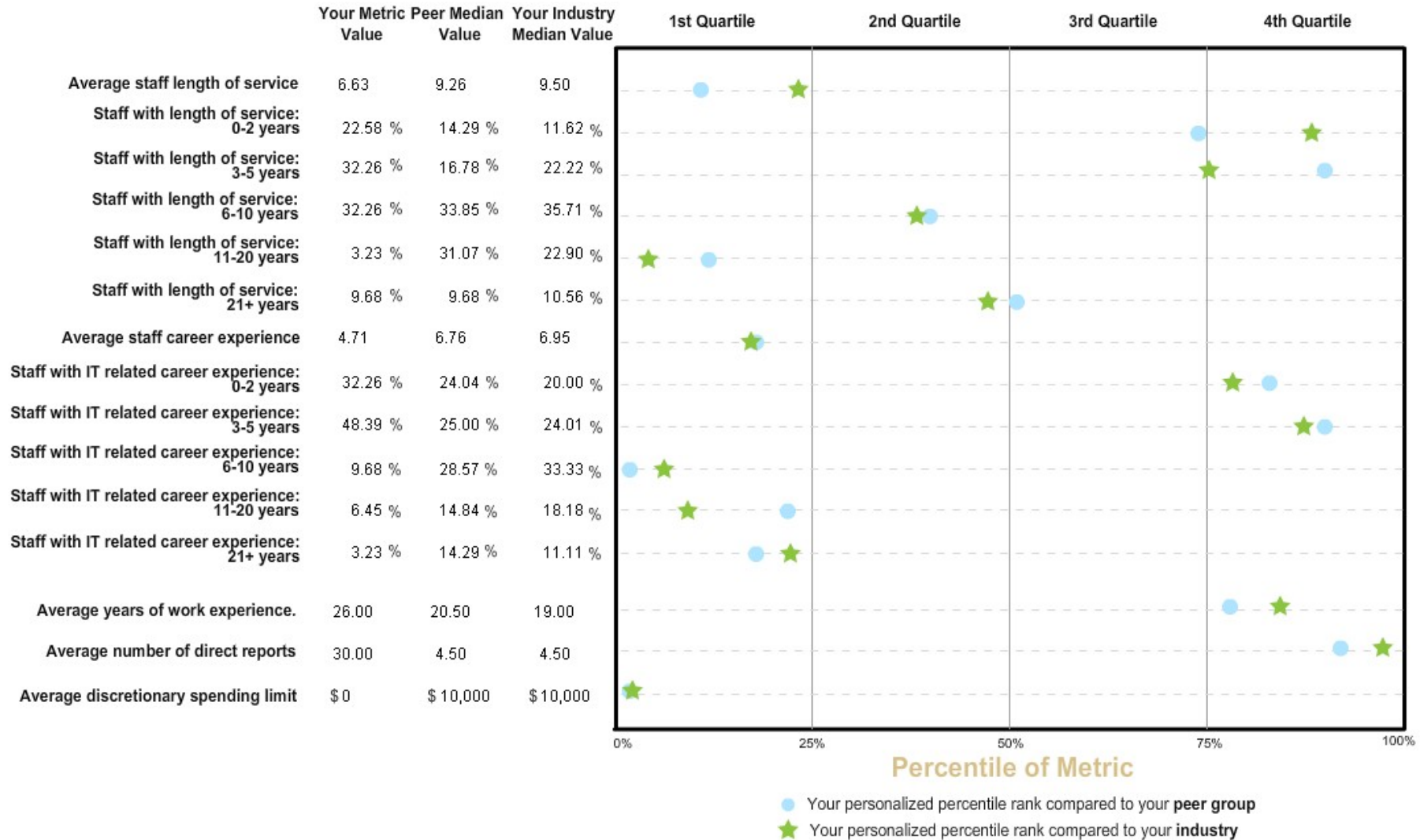
Staff Mix -Type



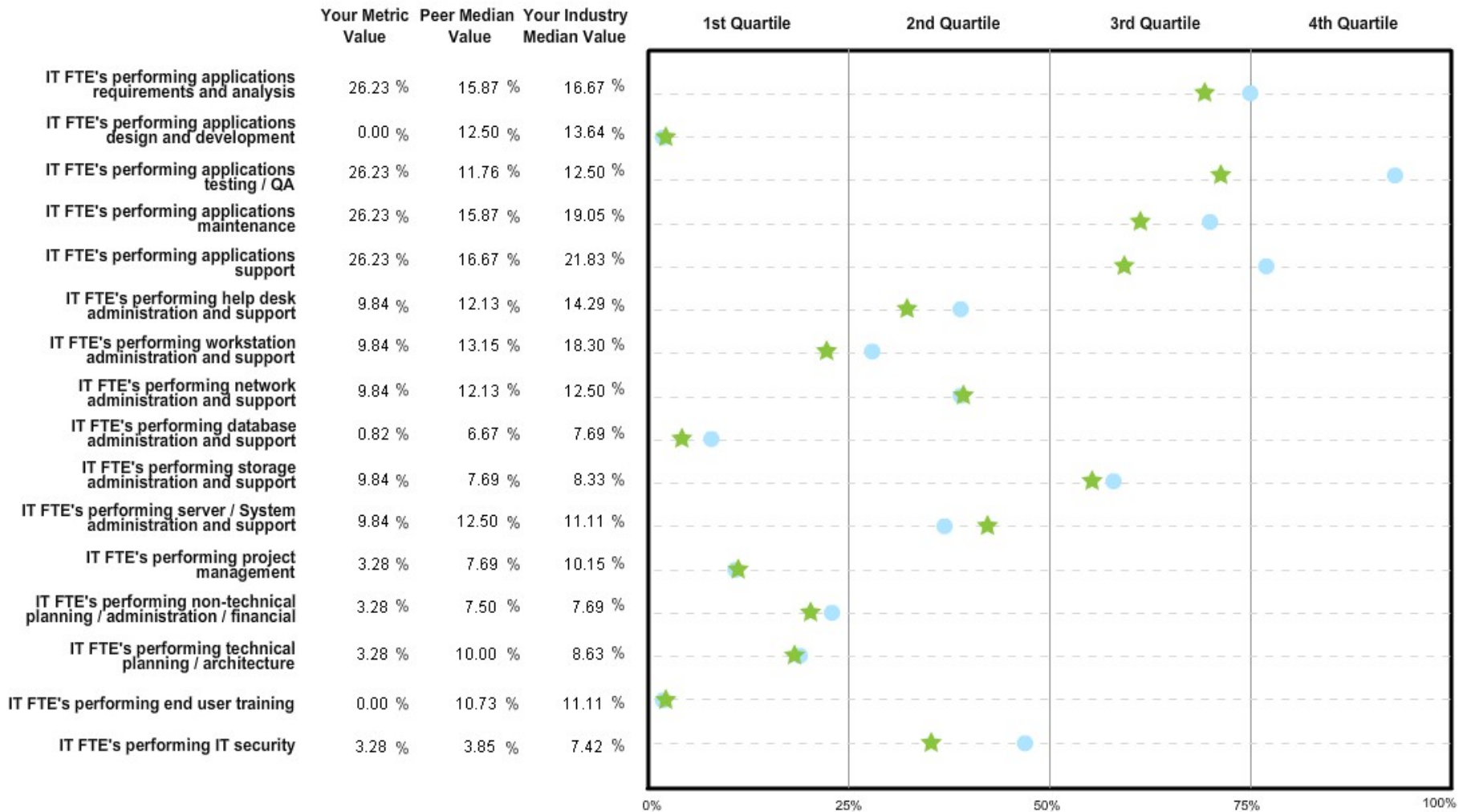
Detailed Staffing Metrics – Demographics and IT Staff Organization



Detailed Staffing Metrics – Staff Experience and Personal Experience



Detailed Staffing Metrics – Staff Activity



Percentile of Metric

- Your personalized percentile rank compared to your peer group
- ★ Your personalized percentile rank compared to your industry