

MeasureIT Survey Questions (Complete Budget and Staffing)

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

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

Section A: Primary Demographic Information

A1: What is your enterprise's primary industry?

A2: If the above list did not provide enough detail, please describe, in your own words, your enterprise's primary industry.

A3: What best describes your enterprise?

- Not for profit / charity
- Government
- Privately held
- Publicly held

A4: What currency will you use to answer questions throughout this survey?

A5: Which title best describes your position?

- Owner / president / CEO
- C-level officer (CTO, CIO, CFO, etc.)
- VP-level
- Director-level
- Manager
- Team lead / supervisor
- Team Member
- Contractor
- Consultant
- Student

A6: What best describes who your IT group provides services to?

- Business unit: typically has its own business strategy and objectives distinct from those of the parent company. Thought of as a separate company.
- Entire enterprise: all business units within your corporate structure, including parent and subsidiaries if they exist.
- We generally provide IT services to one department within the enterprise.
- We generally provide IT services to more than one department within the enterprise.
- We generally provide IT services to one business unit within the enterprise.
- We generally provide IT services to more than one business unit within the enterprise.
- We generally provide IT services to the entire enterprise.

A7: What functions does your IT group perform?

Application development	No	Yes
Application management	No	Yes
Application maintenance & support	No	Yes
Infrastructure management	No	Yes
Network management	No	Yes
Data center/server management	No	Yes

A8: Does your IT group outsource any IT activities?

Exclude technical services and consulting.

- **Outsourcing:** payments made to a third-party company for performing an IT service, IT process, or creating an IT product.
- **Technical services:** Costs related to third-party vendors for IT services that cannot typically be done in-house, such as an Internet service provider.
- **Consulting:** exclude outsourcing and technical services. Payments made to a firm or individual for expertise that the enterprise does not have in-house.
- No/Yes

A9: Where possible, answer the following questions for the part of the enterprise that you provide IT services to.

- **FTE:** full time equivalent. For example, two half-time employees represent one full time equivalent employee.
- **Contractors:** exclude outsourcing staff. Typically occupy a position that would normally be filled by an employee. Includes both short- and long-term augmentation of the workforce to fill a need.
- **Consulting:** exclude outsourcing and technical services. Payments made to a firm or individual for expertise that the enterprise does not have in-house.
- **Technical services:** Costs related to third-party vendors for IT services that cannot typically be done in-house, such as an Internet service provider.

Annual Gross Revenue:

Provide annual gross revenue for the **most recent fiscal year available**.

- **Education:** total budget minus flow-through dollars such as student loans, etc.
- **Banks and financial institutions:** use income generated from fees and interest.
- **Insurance firms:** use income generated from premiums and other sources.
- **Government and non-profits:** use total budget minus dollars that "pass through."

Number of **staff** supported by your IT group (FTE):

- Exclude consultants, interns, and co-op students.
- Include all non-IT and IT staff.
- Include employees and contractors.

Number of **staff** enterprise-wide (FTE):

- Exclude consultants, interns, and co-op students.
- Include employees and contractors.
- Include IT staff and managers.

Number of **users** supported by your IT group (headcount):

- For most enterprises, the # of users could equal the # of staff supported by your IT group.
- Include external and internal users.
- Include all non-IT and IT staff
- Include contractors and consultants.

Number of **IT staff** in your IT group (FTE):

- Exclude consultants, interns, and co-op students.
- Include employees and contractors.
- Include managers.

Number of **IT staff** enterprise-wide (FTE):

- Exclude consultants, interns, and co-op students.
- Include IT staff in your IT group.
- Include employees and contractors.
- Include managers.

Number of **workstations** by your IT group:

- Exclude thin clients and PCs used for terminal access (see below).
- Exclude PDAs, cell phones, BlackBerrys, or other handheld devices
- Include desktops, laptops, and tablet computers supported, regardless of the operating system.

Number of **thin clients** supported by your IT group:

- If you do not have any please enter 0
- Exclude workstations above.
- Include PCs used primarily for terminal access to applications and virtual desktops hosted on a centralized servers.
- Include only hardware that is in active use.

Number of **physical servers** supported by your IT group:

- Total number of physical server boxes or rack-mount server units, regardless of the number of virtualized servers residing on the hardware.
- Include only hardware that is in active use for production and test/development purposes.
- Include Mainframe servers.

Number of **virtual servers** supported by your IT group:

- Include only virtual server instances that are in active use for production and test/development purposes.
- Multiple server instances existing on one physical server, utilizing tools such as VMware, XEN, Microsoft virtual server.

Section B: IT Operational Budget Metrics for your IT Group

For what budget year-end will you answer all budget related questions?

- Indicate the month & year-end for the budget year.
- Your most current budgeted year will make the report most useful.

B1a: Year **B1b: Month**

B2: As defined by your enterprise, what is your IT group's operational and capital budget dollars for the budget year you defined above?

Include projections, anticipated expenses, and forecasts if available.

Operational budget:

- Operational expenses (OPEX) as defined by your enterprise

Total budget:

- Operational and capital expensed combined as defined by your enterprise

B3: Please estimate the percent growth of your operational budget from the previous year.

If your operational budget increased 12% from the previous year then type 12.

B4: Roughly what percent of the entire enterprise IT budget is covered by your group's IT budget?

- **Entire enterprise:** all business units within your corporate structure, including parent and subsidiaries if they exist.
- No calculations necessary – we are looking for a rough estimate to understand the scope of your IT group.

- 0%-20% of the IT costs for the entire enterprise
- 21%-40% of the IT costs for the entire enterprise
- 41%-60% of the IT costs for the entire enterprise
- 61%-80% of the IT costs for the entire enterprise
- 81%-100% of the IT costs for the entire enterprise

B6: Please provide the following operational budget items for the budget year you defined above.

The list of budget items is **NOT intended to add up to your total operational budget.**

We ask for these specific items so that we can **accommodate for differences in accounting practices.**

IT employees:

- Exclude contractors and consultants.
- Fully-loaded costs for full- or part-time IT employees, including salary, benefits, and insurance.

IT contractors:

- Contractors typically occupy a position that would normally be filled by an employee.
- Includes both short- and long-term augmentation of the workforce to fill a need.
- Exclude outsourcing staff.

IT outsourcing:

- Payments made to a third-party company for performing an IT service, IT process, or creating an IT product.
- Exclude technical services and consulting.

IT consulting:

- Payments made to a firm or individual for expertise that the enterprise does not have in-house.
- Exclude outsourcing and technical services.

Technical services:

- Exclude any additional hardware and software costs, consulting, or outsourcing.
- Costs related to third-party vendors for IT services that cannot typically be done in-house, such as an Internet service provider.

IT training:

- Any augmentation of staff skills or knowledge.
- Includes course fees, trainer costs, association dues, related travel, etc.

Ongoing software licenses and maintenance:

- Exclude initial software purchases.
- Payments to third parties for software licenses, maintenance, upgrades / fixes, and warranties.

Hardware maintenance / upgrades:

- Exclude initial hardware purchases.
- Costs to maintain or upgrade existing hardware, such as workstations, servers, network equipment, etc.

Data communications:

- Costs related to data communications. Typically includes Internet connection, and other charges.

Voice communications:

- Costs related to voice communications. Typically includes voice-over-IP handsets, softphones, special network hardware, long-distance telephone fees, etc.

B7: Generally, how accurate are the budget figures provided in this section?

1 = Predominantly rough estimates (through)

6 = Predominantly accurate calculations

Section C: IT Capital Budget Metrics for your IT Group

C1: As defined by your enterprise, what is your IT group's capital budget dollars for the budget year you defined previously?

Capital budget:

Capital expenses (CAPX) as defined by your enterprise.

Total budget:

Operational and capital expenses combined as defined by your enterprise.

C2: Please estimate percent growth of your capital budget from the previous year

If your capital budget decreased 12% because of recent economic condition then type -12.

C3: Please provide the following capital budget items for the fiscal year you defined previously.

- This list of budget items is NOT intended to add up to your total capital budget.
- We ask for these specific items so that we can accommodate for differences in accounting practices.

New hardware:

- Exclude maintenance or upgrades to existing hardware
- Includes initial acquisition cost of new hardware purchases.

New software:

- Exclude ongoing software costs, such as maintenance and upgrades.
- Includes initial licensing and acquisition costs of new software purchases.

1 = Predominantly rough estimates (through)

6 = Predominantly accurate calculations

Section D: IT Staff Organizational Metrics

D1: Please determine estimates for staff working in your IT group.

- **Employees:** exclude contractors and consultants. People employed by the enterprise.
- **Contractors:** exclude outsourcing staff. Typically occupy a position that would normally be filled by an employee. Includes both short- and long-term augmentation of the workforce to fill a need.
- **Consulting:** exclude outsourcing and technical services. Payments made to a firm or individual for expertise that the enterprise does not have in-house.

of full-time IT employees in your IT group (headcount)

- Exclude contractors and outsourced staff.
- Include managers and senior managers.
- Full-time staff who work 35 hours or more per week.

of part-time IT employees in your IT group (headcount)

- Exclude contractors and outsourced staff.
- Include managers and senior managers.
- Part-time staff who work less than 35 hours per week.

of IT contractors in your IT group (headcount)

- Exclude employees, consultants, and outsourced staff.
- Short or long-term staff augmentation.
- Managers and senior managers.

of remote IT staff in your IT group (headcount)

- Exclude consultants and outsourced staff.
- Include managers, senior managers, and contractors.
- Staff who regularly (more than 50% of their time) work from home, on the road, etc.

of on-call IT staff in your IT group (headcount)

- Exclude consultants and outsourced staff
- Include managers, senior managers, and contractors.
- Staff who are regularly (more than 50% of their time) on-call outside of normal business hours.

of female IT staff in your IT group (headcount)

- Exclude consultants and outsourced staff.
- Include managers, senior managers, and contractors.

of senior IT managers in your IT group (headcount)

- Staff who have direct reports who are IT managers.
- Exclude consultants and outsourced staff.
- Exclude IT managers below.

of IT managers in your IT group (headcount)

- Staff who have direct reports, none of which are managers.
- Exclude consultants and outsourced staff.
- Exclude senior IT managers above.

D3: Please estimate staffing level changes in your IT group.

- **IT Staff:** exclude consultants and outsourced staff. Include IT employees and contractors, considered part of the IT group.
- **Contractors:** exclude outsourcing staff. Typically occupy a position that would normally be filled by an employee. Includes both short- and long-term augmentation of the workforce to fill a need.
- **Consulting:** exclude outsourcing and technical services. Payments made to a firm or individual for expertise that the enterprise does not have in-house.

of IT staff in your IT group one year ago (headcount)

- Approximate number of IT staff 12 months ago.
- Include managers and senior managers.

of IT staff hired over the past year (headcount)

- Include managers and senior managers.

of IT staff who left over the past year (headcount)

- Include IT staff that left the enterprise over the past 12 months, either voluntarily or involuntarily.
- Include managers and senior managers.

of total IT staff anticipated in one year (headcount)

- An estimate of the expected number of IT staff within the company 12 months from this time.
- Include managers and senior managers.

Section E: IT Staff Experience Metrics

E1: Roughly classify the number of staff in your IT group by the following years of IT related career experience.

IT related career experience throughout their entire career

IT Staff: Excludes consultants and outsourced staff. IT employees and contractors, considered part of the IT group.

- **Contractors:** Excludes outsourcing staff. Typically occupy a position that would normally be filled by an employee. Includes both short- and long-term augmentation of the workforce to fill a need.
- **Consulting:** Excludes outsourcing and technical services. Payments made to a firm or individual for expertise that the enterprise does not have in-house.
- 0-2 years
- 3-5 years
- 6-10 years
- 11-20 years
- 21+ years

Section F: IT Staff Activity Metrics

F1: Please estimate the # of FTEs in your IT group who perform the following applications-related activities.

Example: One person support group: If the person split their time equally between help desk and technical planning, you would answer 0.5 for both options and zero for the remaining activities.

- **FTE:** full time equivalent. For example, two halftime employees represent one full time equivalent employee.
- **IT Staff:** Exclude consultants and outsourced staff. IT employees and contractors, considered part of the IT group.

Applications **requirements and analysis:**

- Include business analysts, business/systems analysts, requirements analysts, etc.
- Duties and activities related to eliciting, documenting and managing requirements through the project lifecycle and duties and activities involved in the analysis of the requirements to support design and development work

Applications **design and development:**

- Duties and activities related to in-house software design, programming and development, as well as the integration of commercial software with the enterprise's IT environment.

Applications **testing/QA:**

- Duties and activities related to the testing and quality control of the organization's software applications prior to release.

Applications **maintenance:**

- Duties and activities related to fixing, debugging, upgrading, or enhancing software.

Applications **support** in your IT group:

- Providing information to users on usage, improved use, training material, dealing with user community.

F2: Please estimate the # of FTEs in your IT group who perform the following support activities.

Example: One person support group: If the person split their time equally between help desk and technical planning, you would answer 0.5 for both options and zero for the remaining activities.

- **FTE:** full time equivalent. For example, two half-time employees represent one full time equivalent employee.
- **IT Staff:** Exclude consultants and outsourced staff. IT employees and contractors, considered part of the IT group.

Help desk administration and support in your IT group:

- Duties and activities related to the support center function that assists end users with technology problems.
- Includes help desk management, staffing, tracking, performance measurement, etc.

Workstation administration and support in your IT group:

- Activities involving “level one” assistance to end users, including desktop hardware and software troubleshooting on Windows, Macintosh, LINUX, and UNIX platforms and network domain operations.

Network administration and support in your IT group:

- Activities involving hardware and software troubleshooting for all elements of the enterprise's computer network, including voice, data, and other telecommunications support. Also includes network monitoring, tracking, performance measurement, etc.

Database administration and support in your IT group:

- Activities involving the troubleshooting of corporate databases, including hardware, software, data quality, and auditing.

Storage administration and support in your IT group:

- Activities involving the installation, configuration, and maintenance of storage hardware and software. Also includes the administration of access rights, retention schedules, availability, etc.

Server / System administration and support in your IT group:

- Activities such as installing, supporting, and maintaining servers, and planning for and responding to server outages. Also includes installing, configuring, restoring, and populating servers with data, applications, and operating systems.
- Activities involving the administration and support of multi-user computing environments, including the installation, configuration, upgrading, backup, and recovery of systems-based hardware and software.

F3: Please estimate the # of FTEs in your IT group who perform the following support activities.

Example: One person support group: If the person split their time equally between help desk and technical planning, you would answer 0.5 for both options and zero for the remaining activities.

- FTE: full time equivalent. For example, two half-time employees represent one full time equivalent employee.
- IT Staff: Exclude consultants and outsourced staff. IT employees and contractors, considered part of the IT group.

Project Management:

- Planning, organizing, staffing, and managing resources to complete specific short-, medium-, and long-term project goals and objectives.

Non-technical planning / administration / financial:

- Miscellaneous duties outside of the regular IT practitioner discipline, such as managing vendor relationships, administering the chargeback process, asset management, etc.

Technical planning / architecture in your IT group:

- Organization-level planning for the information technology infrastructure and computing environment. Also includes IT strategic planning and IT tactical planning.

End user training:

- Actual in-room or online training, including the creation / delivery of training, manuals, Web-based training, etc.

IT security:

- Exclude physical security staff.
- Duties and activities related to controlling access to information and network resources.

Section G: IT Outsourcing Metrics

G1: Please roughly estimate the % spent in the past year on each outsourced service in terms of total spending for each IT service.

Example: if you spent a total of \$100K on applications services (\$25K to the outsourcer and \$75K internally) the percentage would be 25%.

- Outsourcing: exclude technical services and consulting. Payments made to a third-party company for performing an IT service, IT process, or creating an IT product.
- Technical services: exclude any additional hardware and software costs, consulting, or outsourcing. Costs related to third-party vendors for IT services provided, such as an Internet service provider.
- Consulting: exclude outsourcing and technical services payments made to a firm or individual for expertise that the enterprise does not have in-house.

Application services outsourced by your IT group:

- Typically includes Software-as-a-Service (SaaS) models, where distributed applications are hosted by the service provider and made available to customers via the Internet.

Application development services outsourced by your IT group:

- Third party provider hired to perform software programming, development, and integration.

Application maintenance services outsourced by your IT group:

- Third party provider hired to perform software fixes, upgrades, enhancements, and debugging.

Web site / e-commerce services outsourced by your IT group:

- Third party provider contracted to host / manage / maintain Web sites or manage electronic commerce services / sales transactions on behalf of the enterprise.

Disaster recovery services outsourced by your IT group:

- Outsourced services such as a hot site, cold site, or other continuity offerings.
- Includes offsite data backup storage such as disk, tape, etc.
- Can include external consultants hired to prepare disaster readiness assessments or mitigation strategies.

Help desk services outsourced by your IT group:

- End user support and problem resolution of peripherals, personal telecommunications, productivity software, and other IT support functions are provided by a third party.

Desktop support services outsourced by your IT group:

- Desktop computer troubleshooting, maintenance, repairs, and upgrades are performed by a third party.

Data network operations services outsourced by your IT group:

- Hardware and software troubleshooting, maintenance, and upgrades for the enterprise's computer network, including data and other telecommunications support, are provided by a third party.

Voice network operations services outsourced by your IT group:

- Hardware and software troubleshooting, maintenance, and upgrades for all elements of the enterprise's voice and telephony infrastructure, are provided by a third party.

Data center operations services outsourced by your IT group:

- Activities related to the operation, maintenance, and support of the data center or server room are outsourced to a third party.
- Includes server co-location.

Section H: Personal Experience Metrics

H1: How many years of work experience do you have in the IT field?

H2: How many staff directly report to you?

IT staff: Exclude consultants and outsourced staff. IT employees and contractors are considered part of the IT group.

H3: What is your discretionary spending limit?

Discretionary spending: the maximum spending level subject to your authorization only.