



Executive Programs & IT Key Metrics Data Executive Assessment

Prepared for: XYZ Company

May 2015

GARTNER CONSULTING
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Content



Assessment Overview & Description of Comparison Groups

Key Data Input

IT Spending as a % of Total Revenues

IT Spending as a % of Operating Expenses

IT Spending per Company Employee

IT Employees as a % of Company Employees

In House vs. Contract IT Employees

Capital vs. Operational IT Spending

IT Spend Distribution (HW, SW, Personnel, Outsourcing)

IT Spend Distribution (Run, Grow, Transform)

Spending & Staffing

IT Security Metrics Comparison

IT Outsourcing Metrics Comparison

Applications Metrics Comparison

Assessment Overview

The purpose of this executive assessment is to provide a high level overview of investment and staffing levels and distribution against industry averages as well as insight into technology-specific cost, staffing and performance levels.

The metrics contained in this report are based on averages sourced from the Gartner IT Key Metrics Data 2015 publication series, and provide you with a vehicle to easily compare your organization's key IT metrics against the Gartner averages in a structured environment.

Published content represents a mix of organization's of different sizes and vertical industry segmentations.

As with any data, many potential interpretations and analyses exist, so these measures should be considered in the context of your organization's future state objectives and your niche competitive landscape.

Your organization should assess its own situation carefully, and should not, arbitrarily, change to conform to published data (which do not necessarily represent best practices).

Description of Comparison Groups

Industry analysis:

For measures by industry this analysis explores an organization's total capital and operational (excluding depreciation and amortization) budget and staffing levels. Your organization has been compared to organization's within your industry sector.

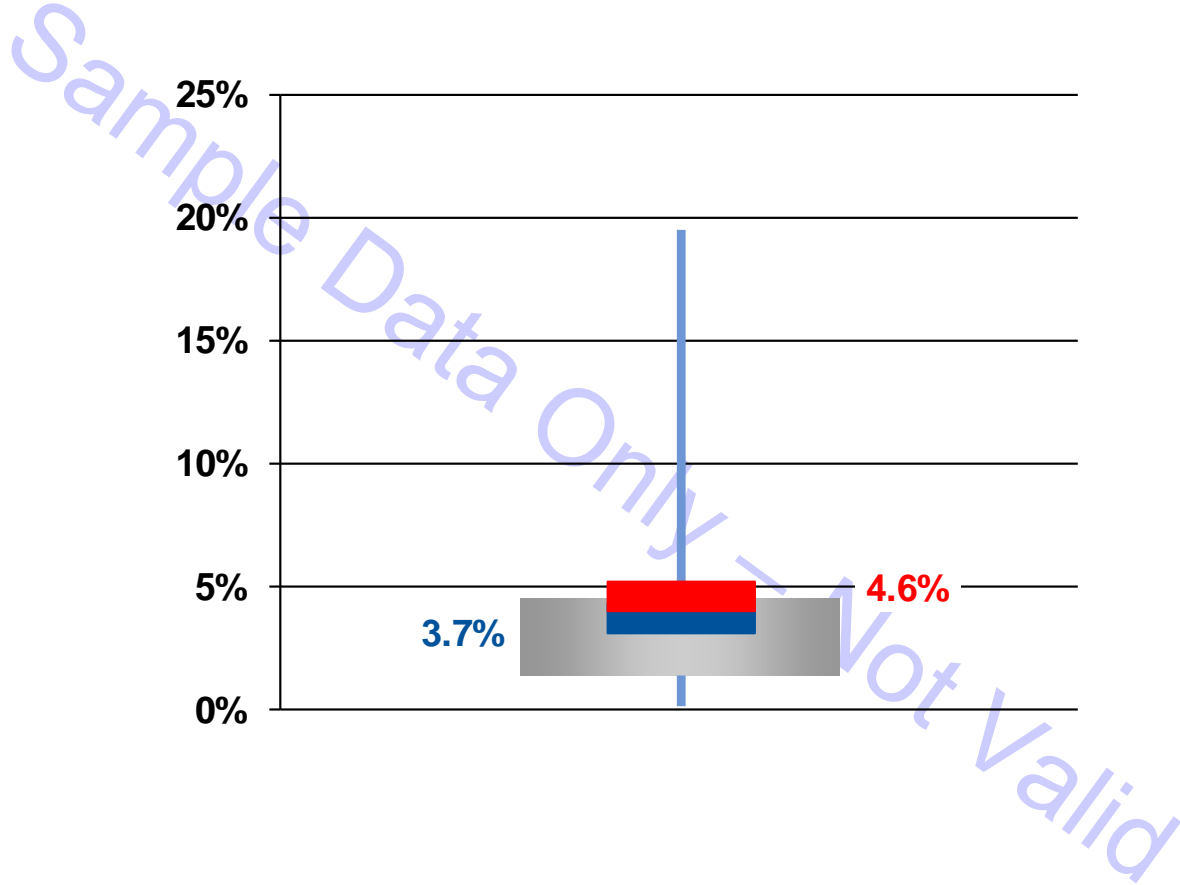
Non-industry analysis:

For the Security Metrics Comparison, Outsourcing Metrics Comparison and Applications Metrics Comparison sections your organization has been compared to the full database for each of the technology domains analyzed.



Industry Comparison Analysis

IT Spending as % of Total Revenues



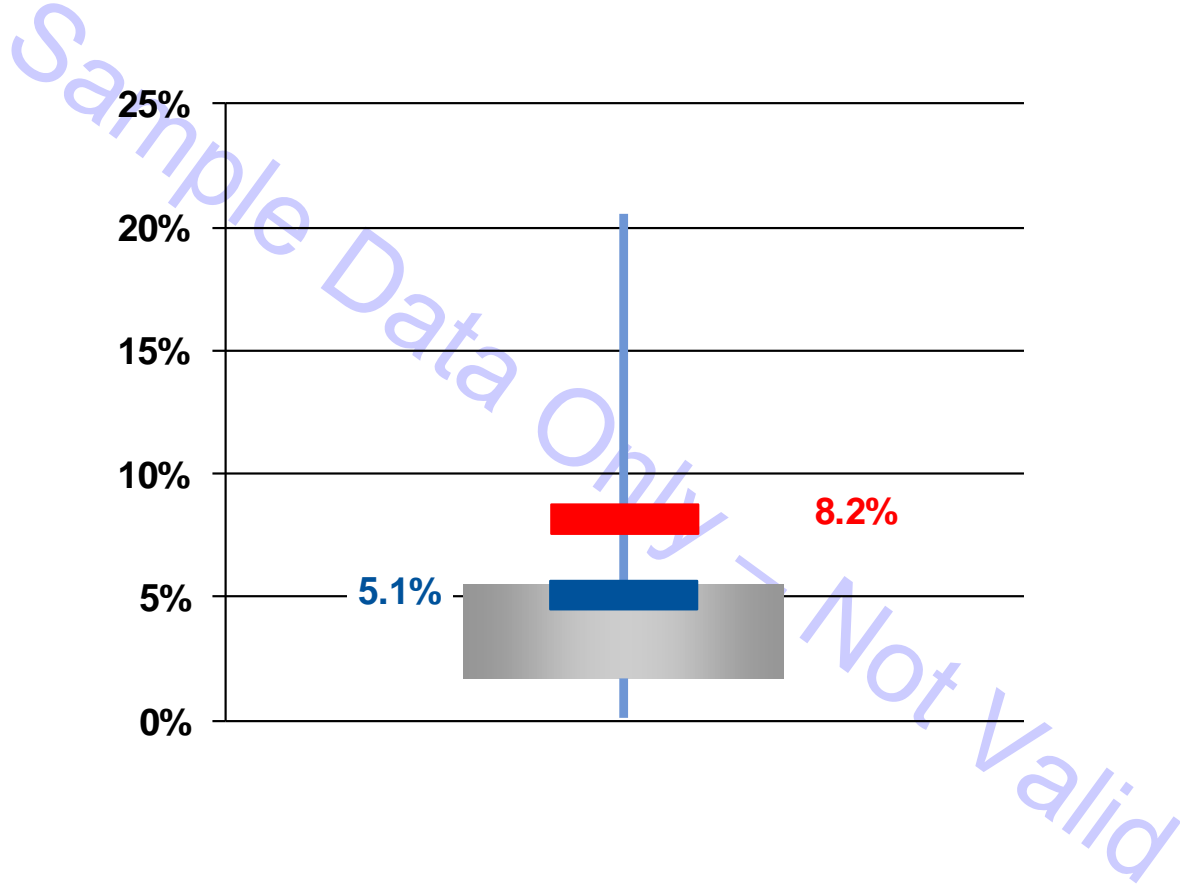
Cylinders denotes the median 50% of responses

| = Range — = Industry Average ■ = Middle Quartiles — = XYZ Company

Source: Gartner Benchmark Analytics - IT Key Metrics Data



IT Spending as % of Operating Expenses

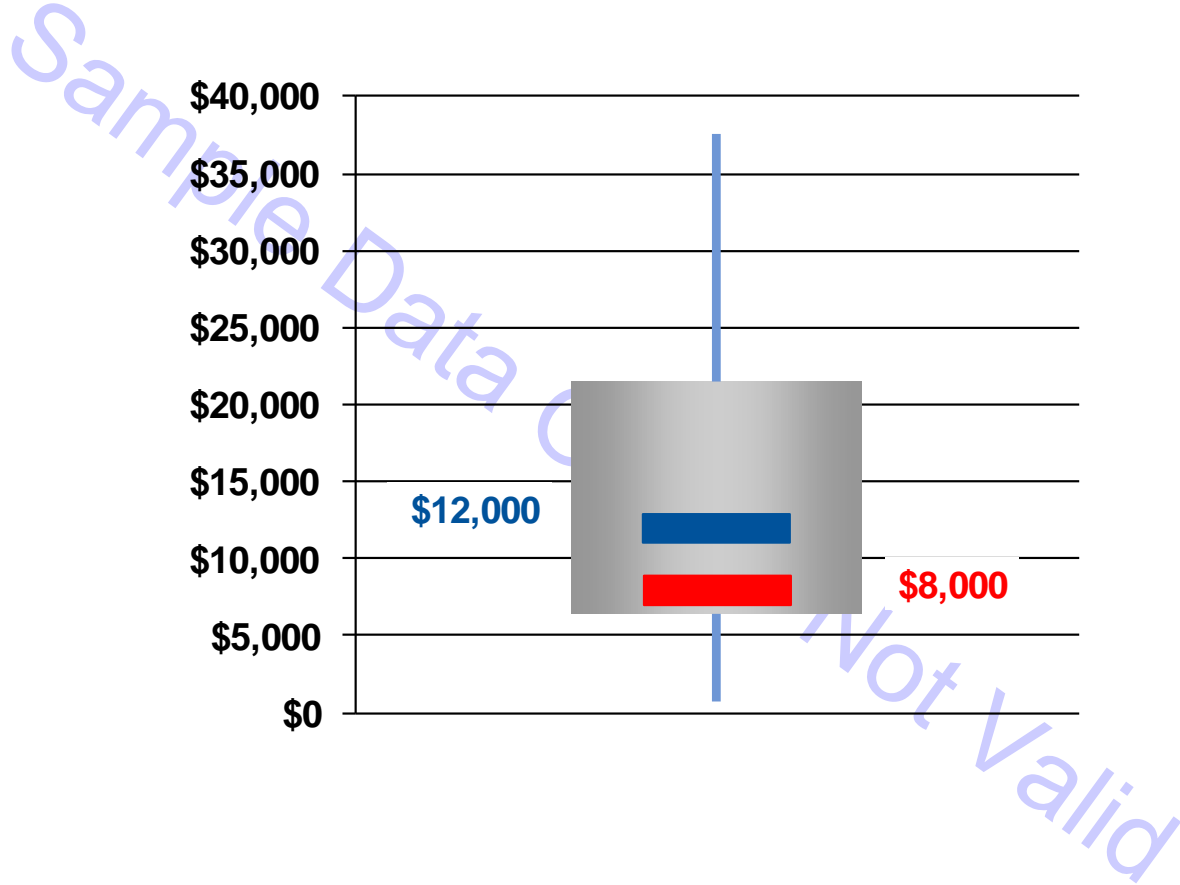


Cylinders denotes the median 50% of responses

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Source: Gartner Benchmark Analytics - IT Key Metrics Data

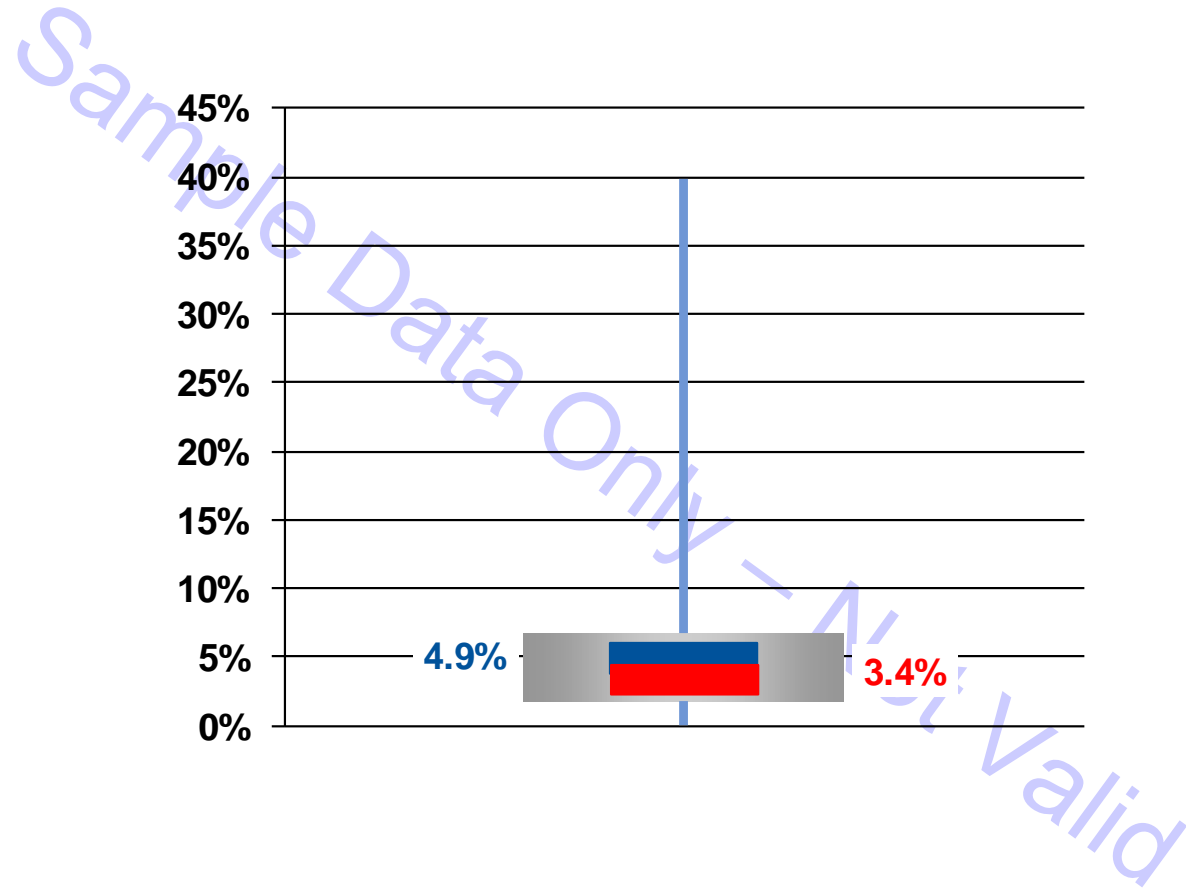
IT Spending per Company Employee



| = Range — = Industry Average █ = Middle Quartiles — = XYZ Company
 Cylinders denotes the median 50% of responses

Source: Gartner Benchmark Analytics - IT Key Metrics Data

IT Employees as % of Total Employees



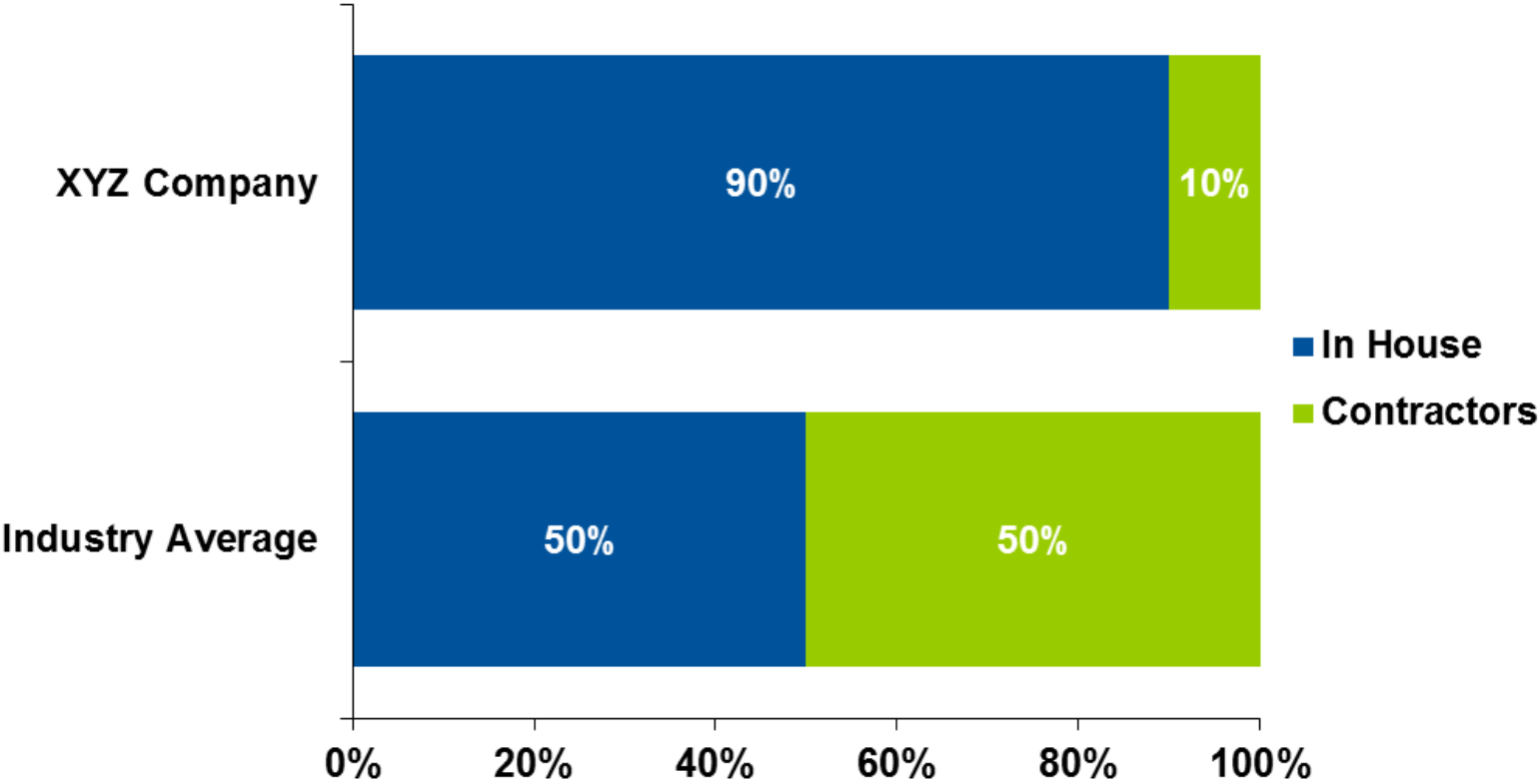
Cylinders denotes the median 50% of responses

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Source: Gartner Benchmark Analytics - IT Key Metrics Data

IT Staffing Distribution

In House vs. Contract Employees

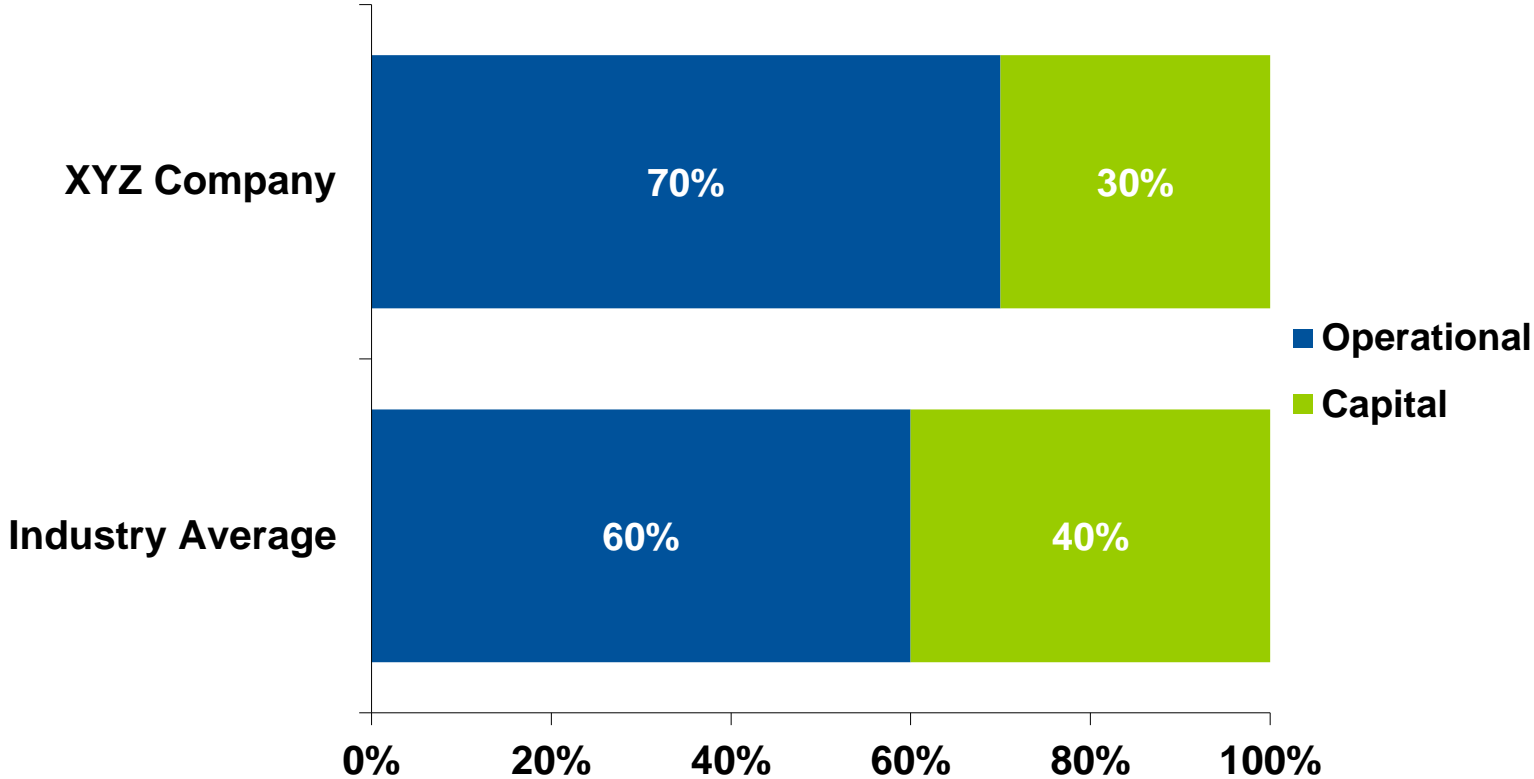


Source: Gartner Benchmark Analytics - IT Key Metrics Data

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IT Spending Distribution

Capital & Operational Spend

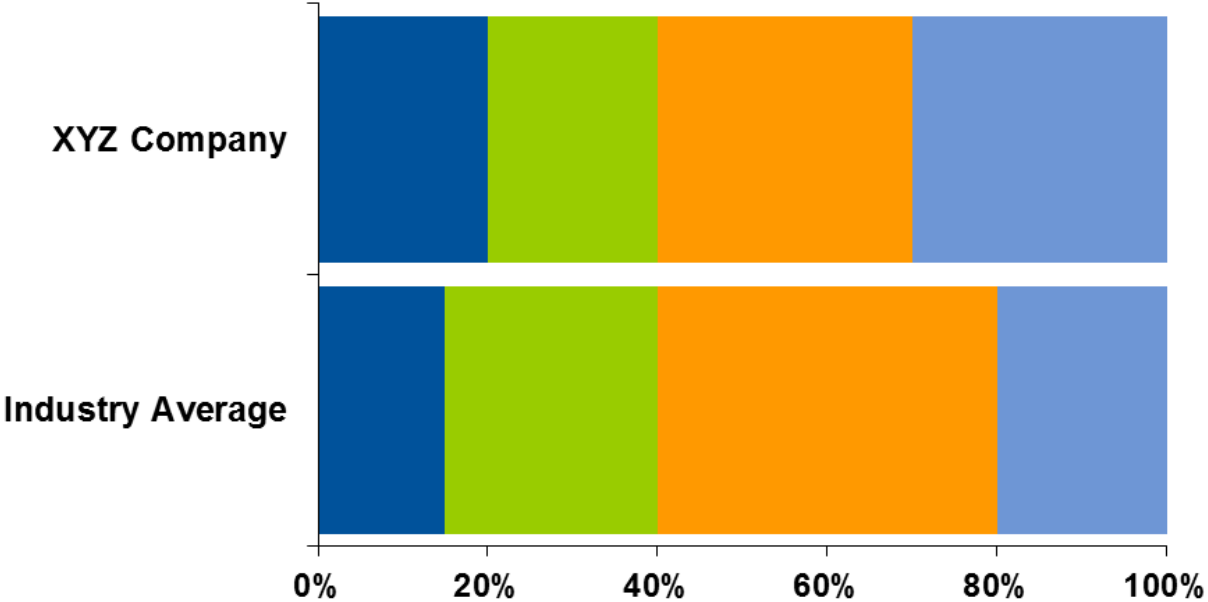


Source: Gartner Benchmark Analytics - IT Key Metrics Data

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IT Spending Distribution

Hardware, Software, Personnel, Outsourcing

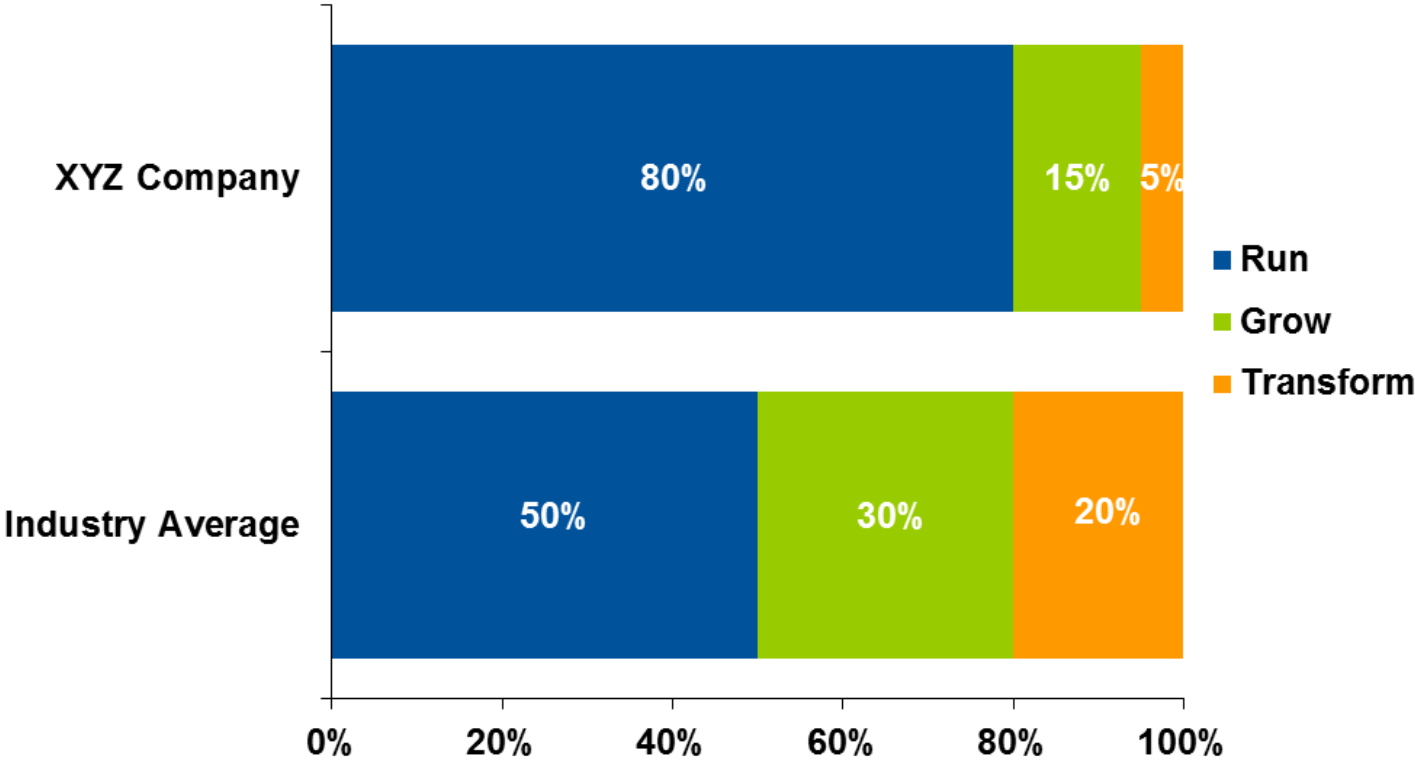


	Industry Average	XYZ Company
■ Hardware	15%	20%
■ Software	25%	20%
■ Personnel (including Occupancy)	40%	30%
■ Outsourcing (including Public Cloud & Transmission)	20%	30%

Source: Gartner Benchmark Analytics - IT Key Metrics Data

Spending Distribution

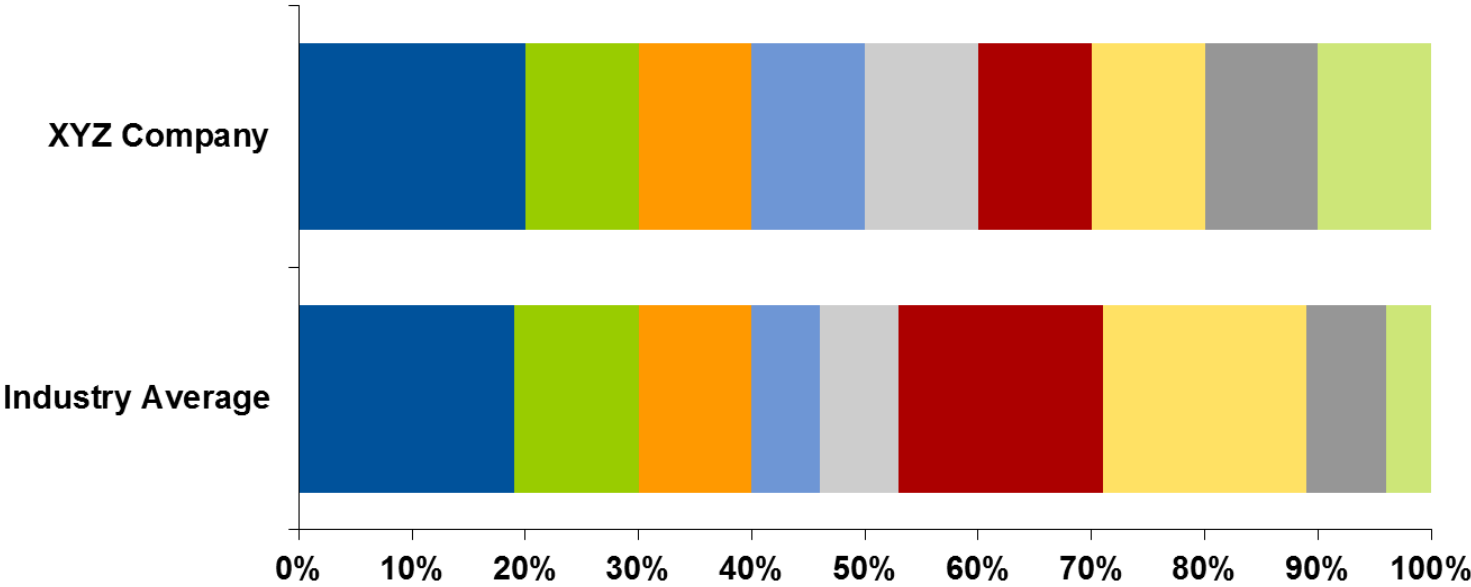
Run, Grow, Transform



Source: Gartner Benchmark Analytics - IT Key Metrics Data

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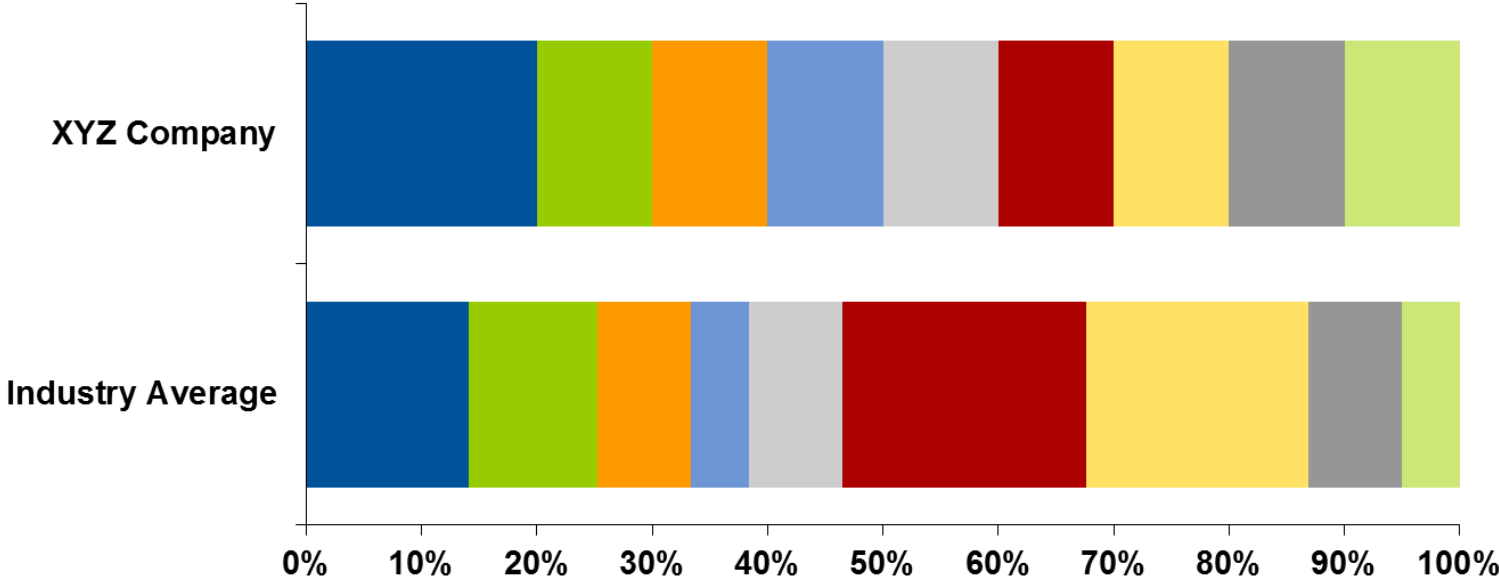
Cost Distribution By Technology Domain



	Industry Average	XYZ Company
■ Data Center	19%	20%
■ End-User Computing	11%	10%
■ IT Service Desk	10%	10%
■ Voice Network	6%	10%
■ Data Network	7%	10%
■ Application Development	18%	10%
■ Application Support	18%	10%
■ IT Management	7%	10%
■ Finance & Administration	4%	10%

Source: Gartner Benchmark Analytics - IT Key Metrics Data

Staffing Distribution By Technology Domain



	Industry Average	XYZ Company
■ Data Center	14%	20%
■ End-User Computing	11%	10%
■ IT Service Desk	8%	10%
■ Voice Network	5%	10%
■ Data Network	8%	10%
■ Application Development	21%	10%
■ Application Support	19%	10%
■ IT Management	8%	10%
■ Finance & Administration	5%	10%

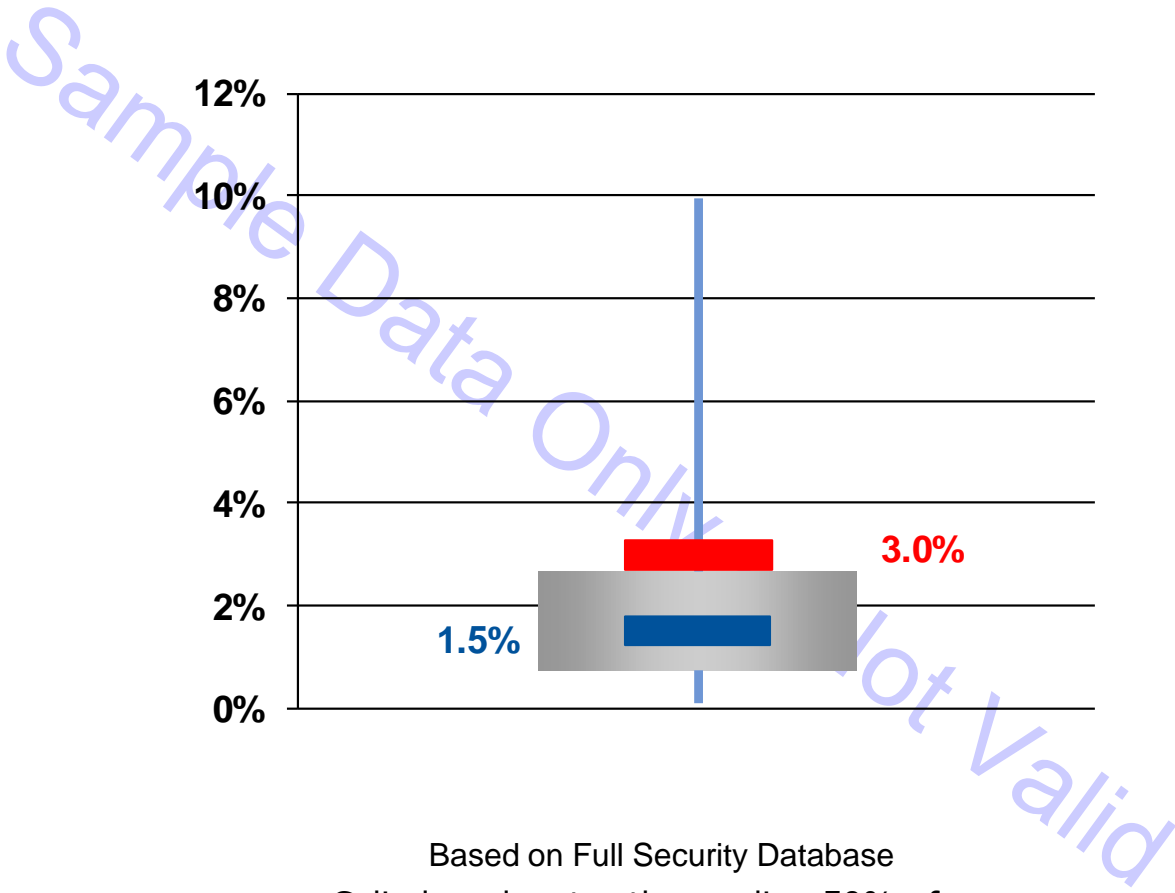
Source: Gartner Benchmark Analytics - IT Key Metrics Data



IT Security Comparison Analysis

Comparison group based on full security database
(across all industries)

IT Infrastructure Security Spend as a % of IT Spend



Based on Full Security Database

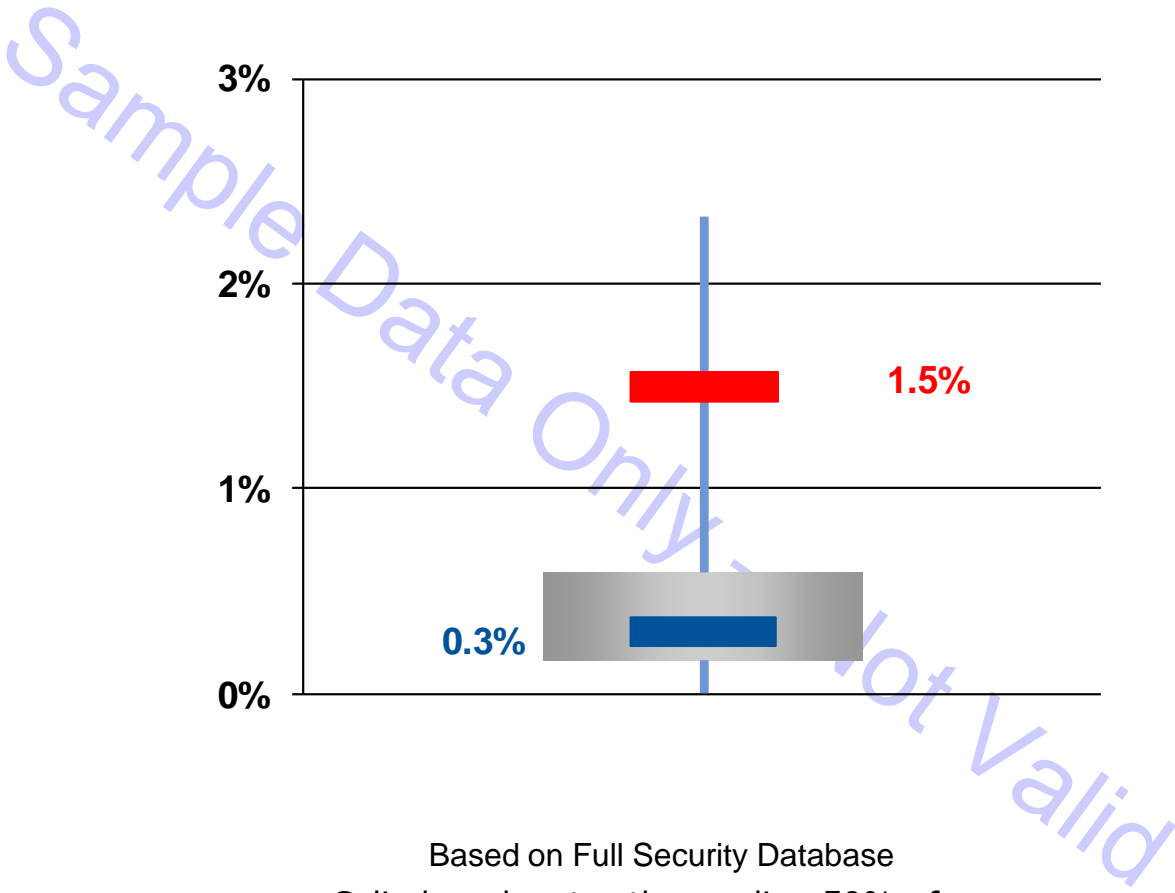
Cylinders denotes the median 50% of responses

= Range
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 = XYZ Company

Source: Gartner Benchmark Analytics - IT Key Metrics Data



IT Applications Security Spend as a % of IT Spend



Based on Full Security Database

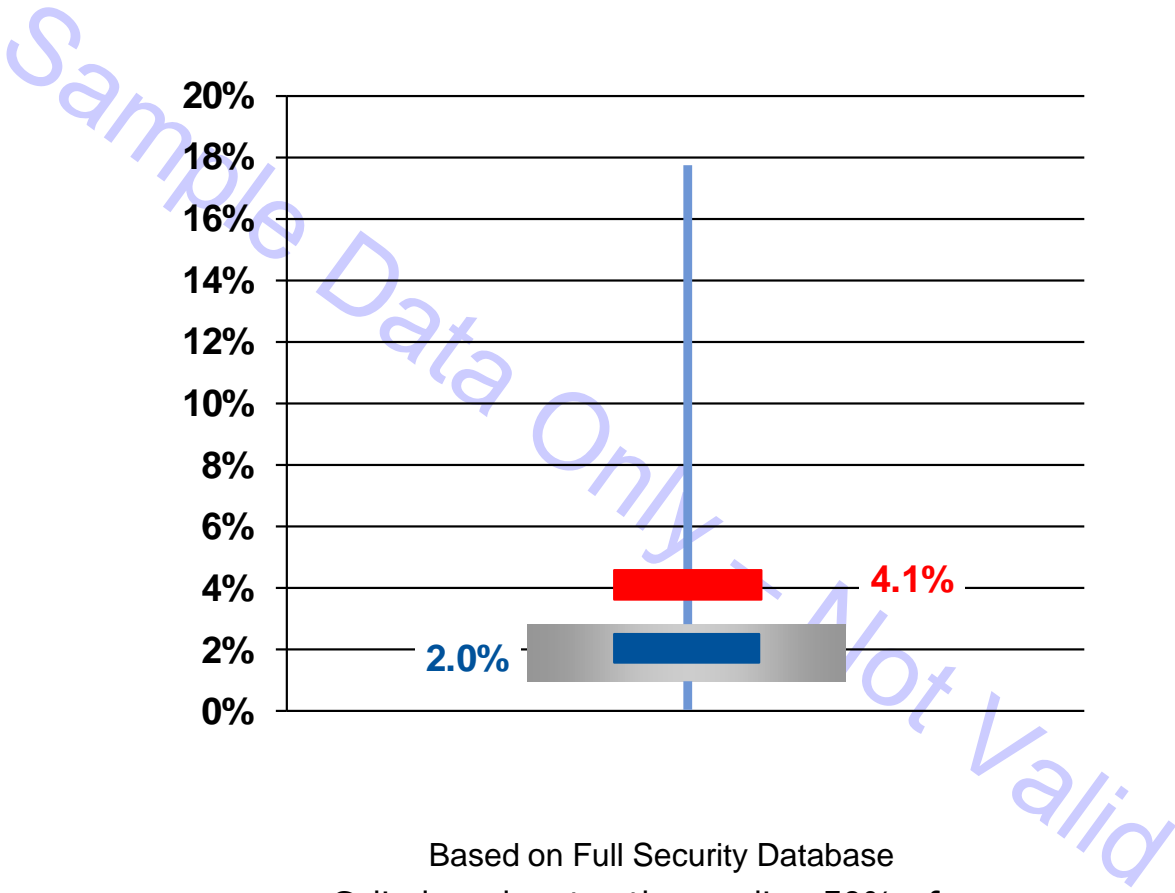
Cylinders denotes the median 50% of responses

| = Range — = Average ■ = Middle Quartiles — = XYZ Company

Source: Gartner Benchmark Analytics - IT Key Metrics Data



IT Risk Management Spend as a % of IT Spend



Based on Full Security Database

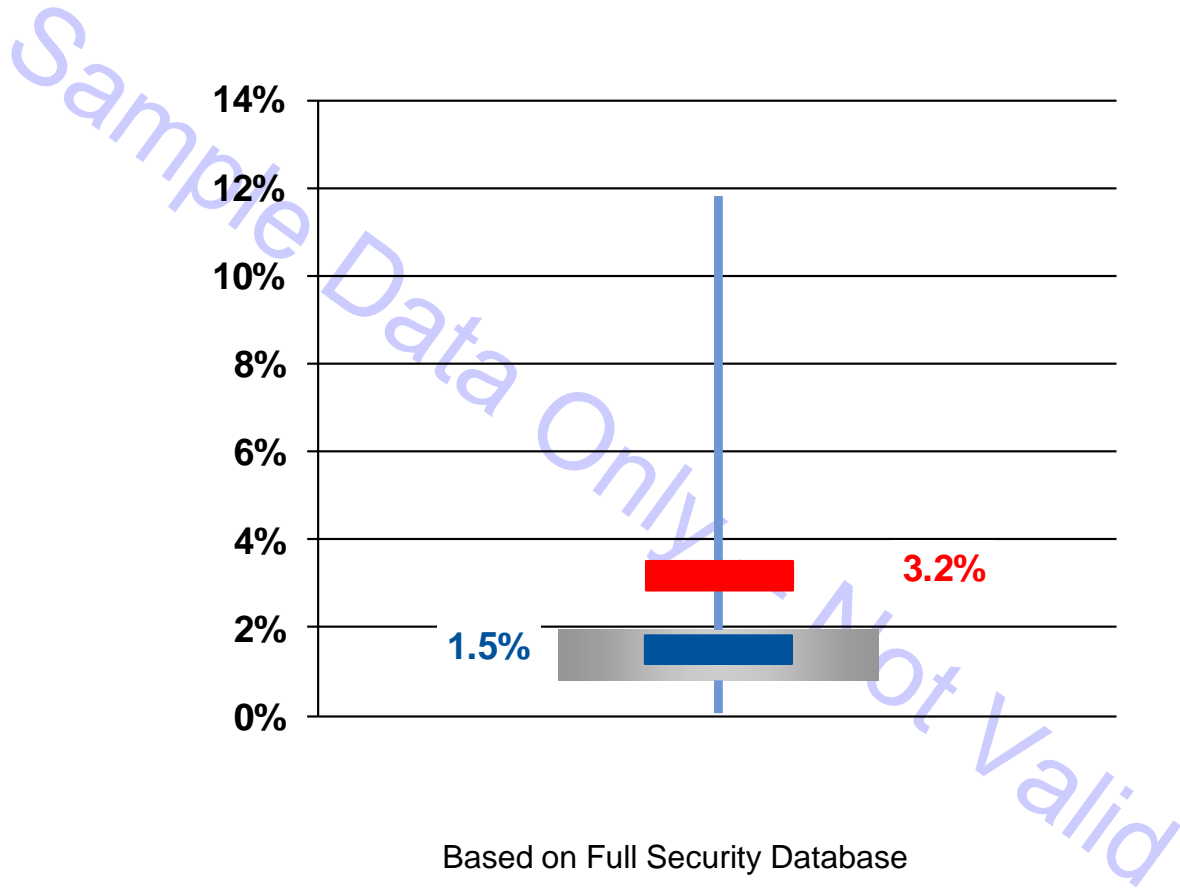
Cylinders denotes the median 50% of responses

= Range
 = Average
 = Middle Quartiles
 = XYZ Company

Source: Gartner Benchmark Analytics - IT Key Metrics Data



IT Infrastructure Security FTEs as a % of IT FTEs



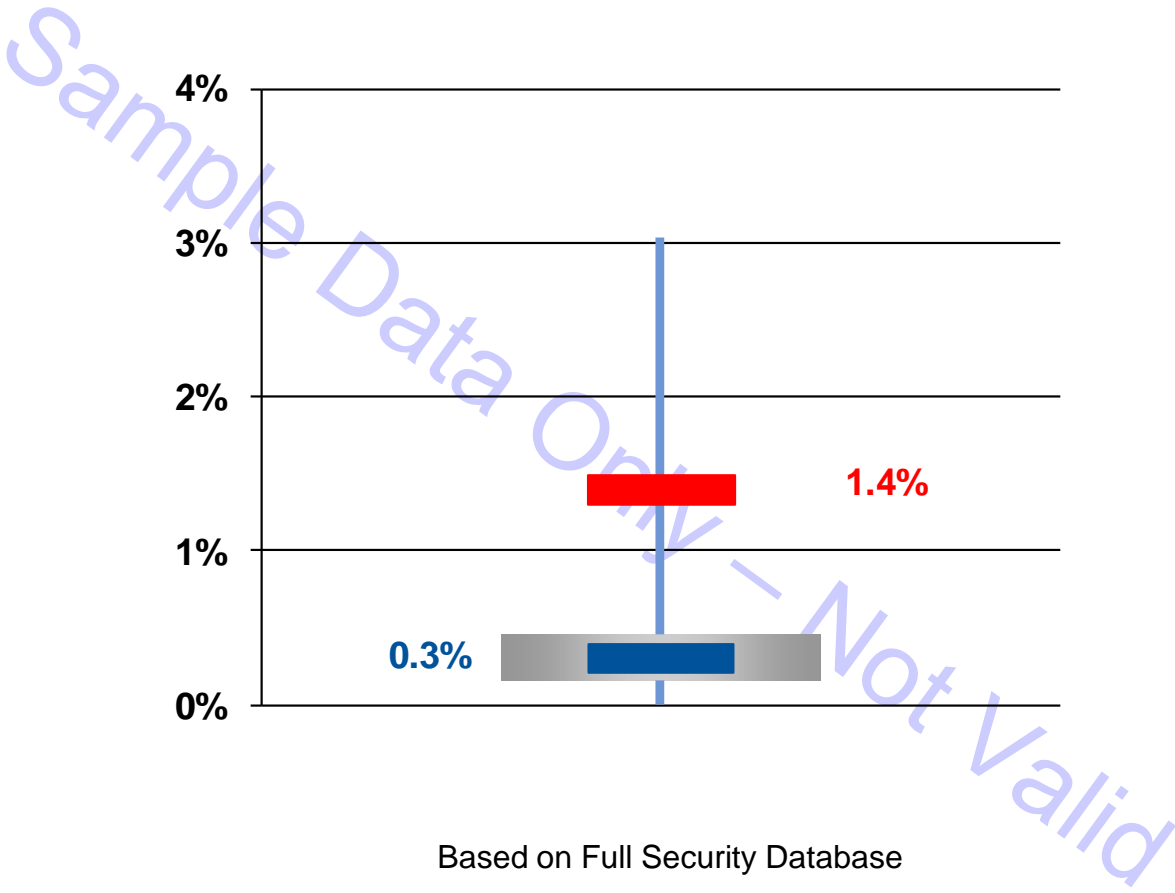
Based on Full Security Database

Cylinders denotes the median 50% of responses

| = Range — = Average ■ = Middle Quartiles — = XYZ Company

Source: Gartner Benchmark Analytics - IT Key Metrics Data

IT Applications Security FTEs as a % of IT FTEs



Based on Full Security Database

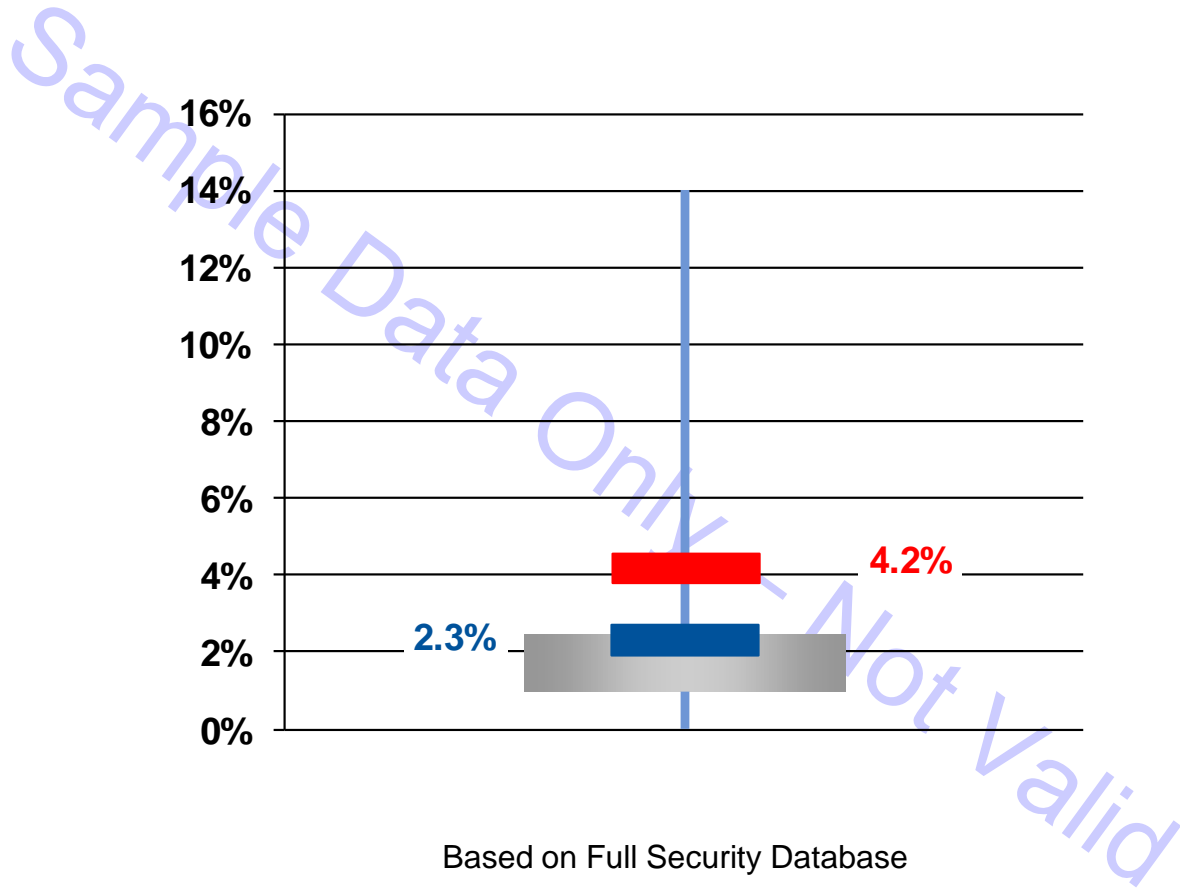
Cylinders denotes the median 50% of responses

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Source: Gartner Benchmark Analytics - IT Key Metrics Data



IT Risk Management Security FTEs as a % of IT FTEs



Based on Full Security Database

Cylinders denotes the median 50% of responses

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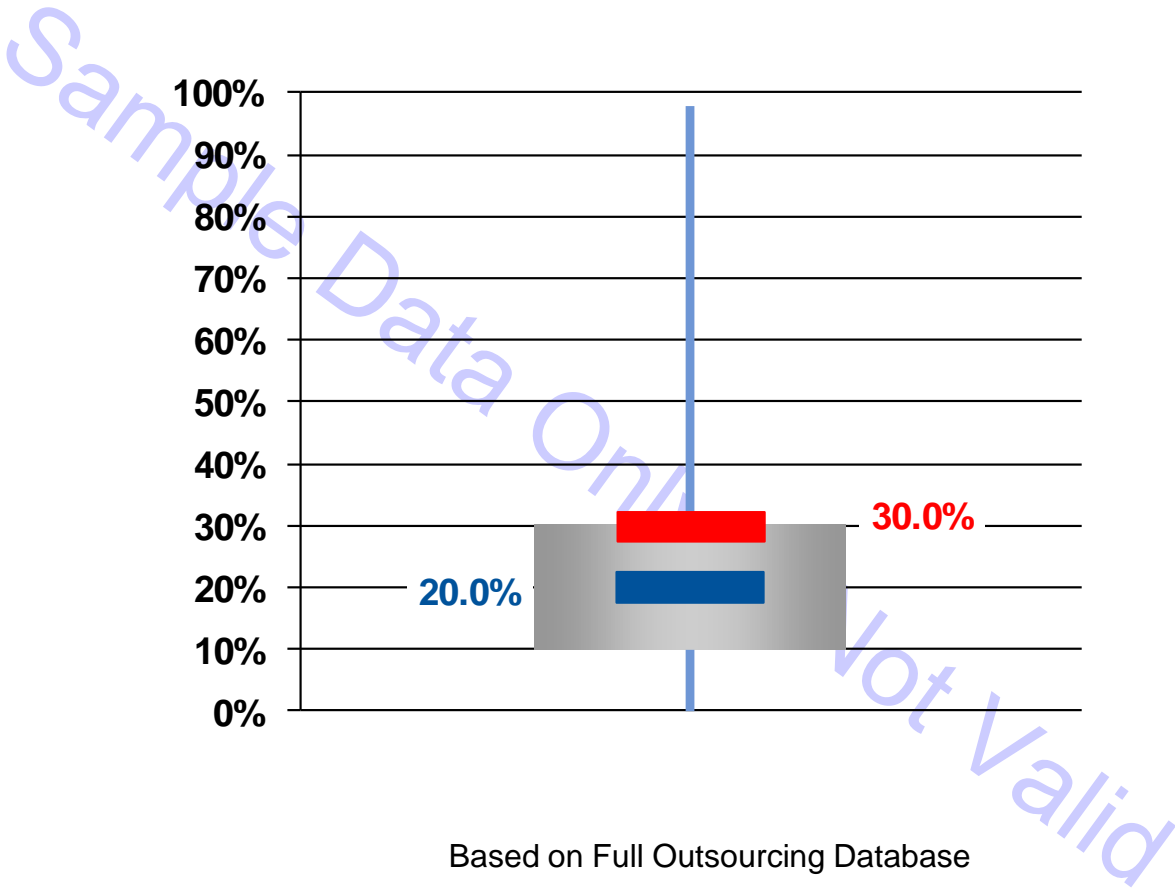
Source: Gartner Benchmark Analytics - IT Key Metrics Data



IT Outsourcing Comparison Analysis

Comparison group based on full outsourcing database
(across all industries)

Outsourcing Spend as a % of IT Spend



Based on Full Outsourcing Database

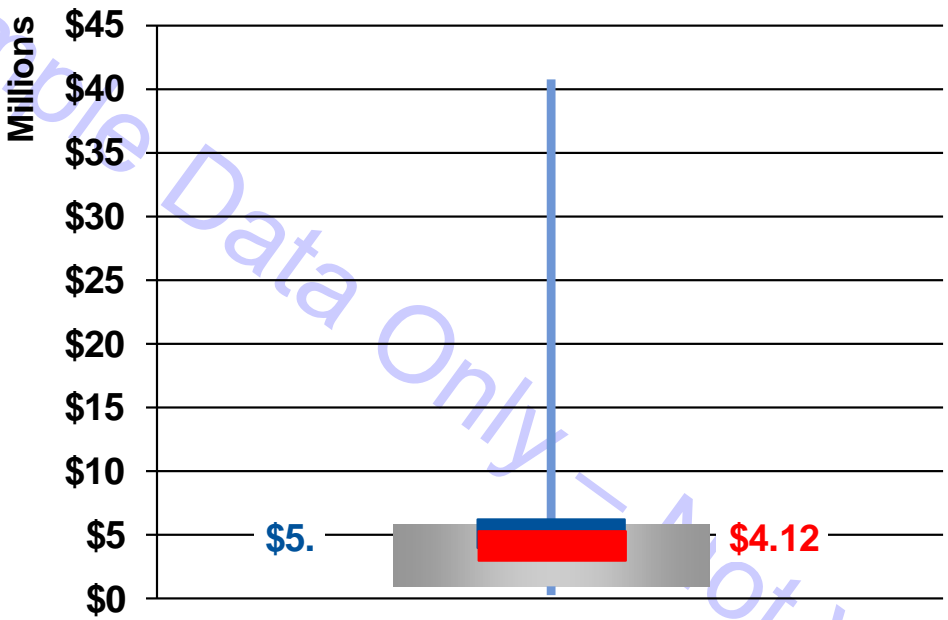
Cylinders denotes the median 50% of responses

= Range
 = Average
 = Middle Quartiles
 = XYZ Company

Source: Gartner Benchmark Analytics - IT Key Metrics Data



IT Outsourcing Dollars Managed per FTE



Based on Full Outsourcing Database

Cylinders denotes the median 50% of responses

= Range
 = Average
 = Middle Quartiles
 = XYZ Company

Source: Gartner Benchmark Analytics - IT Key Metrics Data

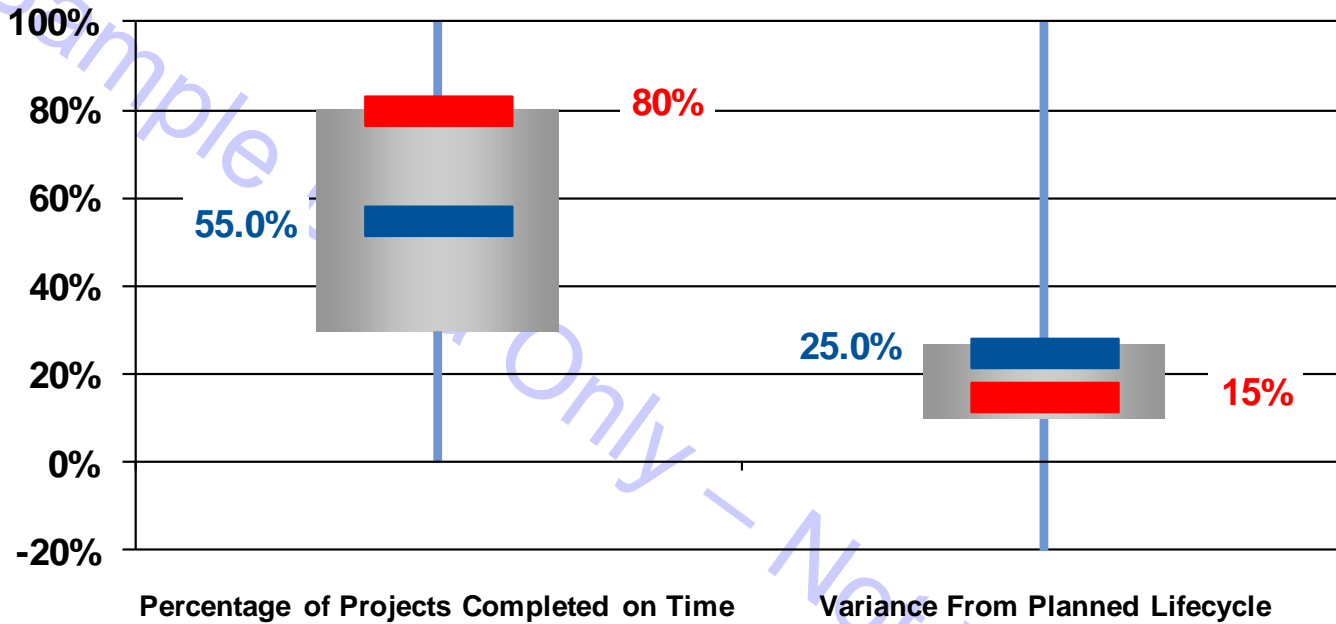




Applications Comparison Analysis

Comparison group based on full applications database
(across all industries)

Applications Project Measures



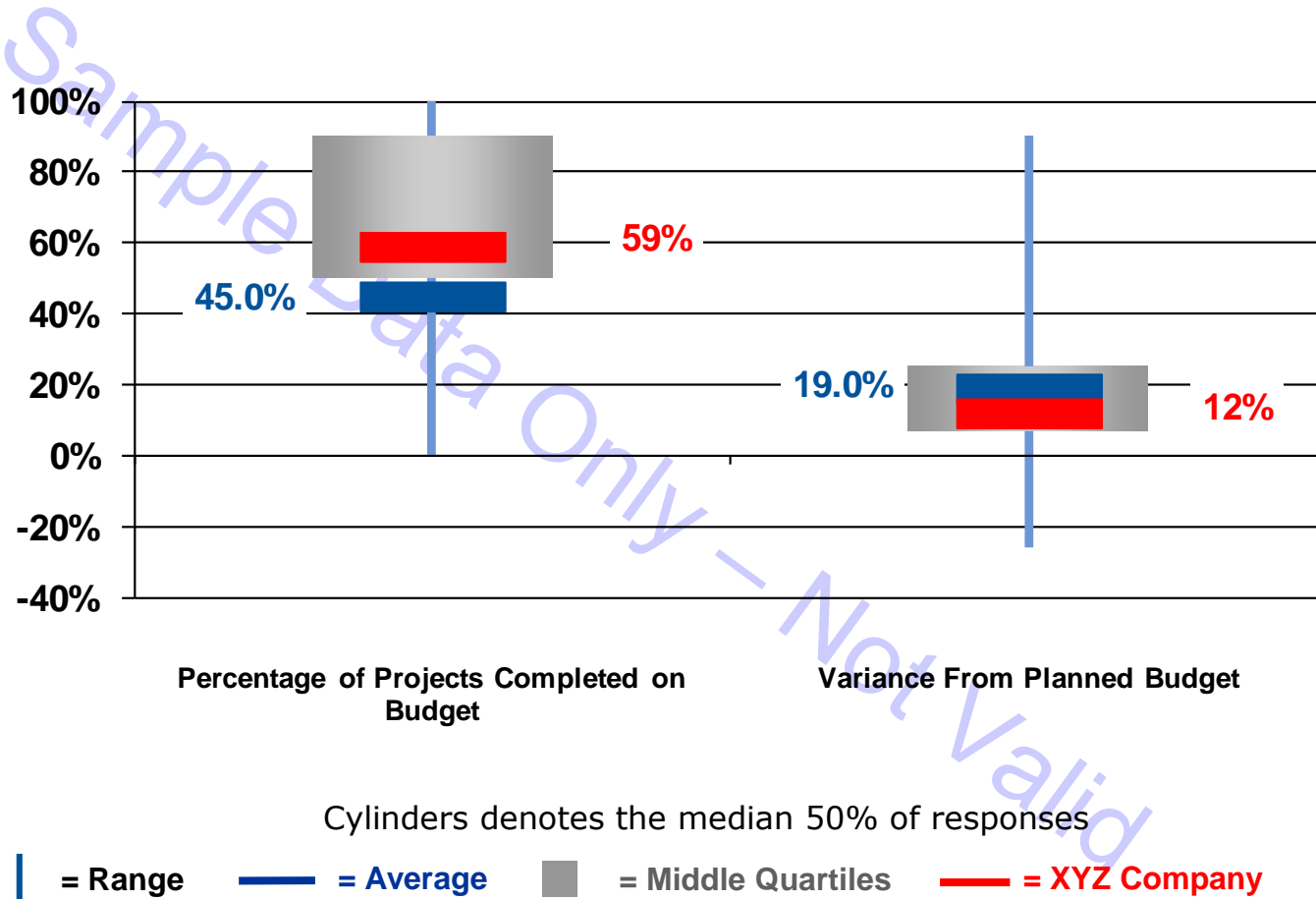
Cylinders denotes the median 50% of responses

= Range
 = Average
 = Middle Quartiles
 = XYZ Company

Source: Gartner Benchmark Analytics - IT Key Metrics Data

Based on Full Applications Database

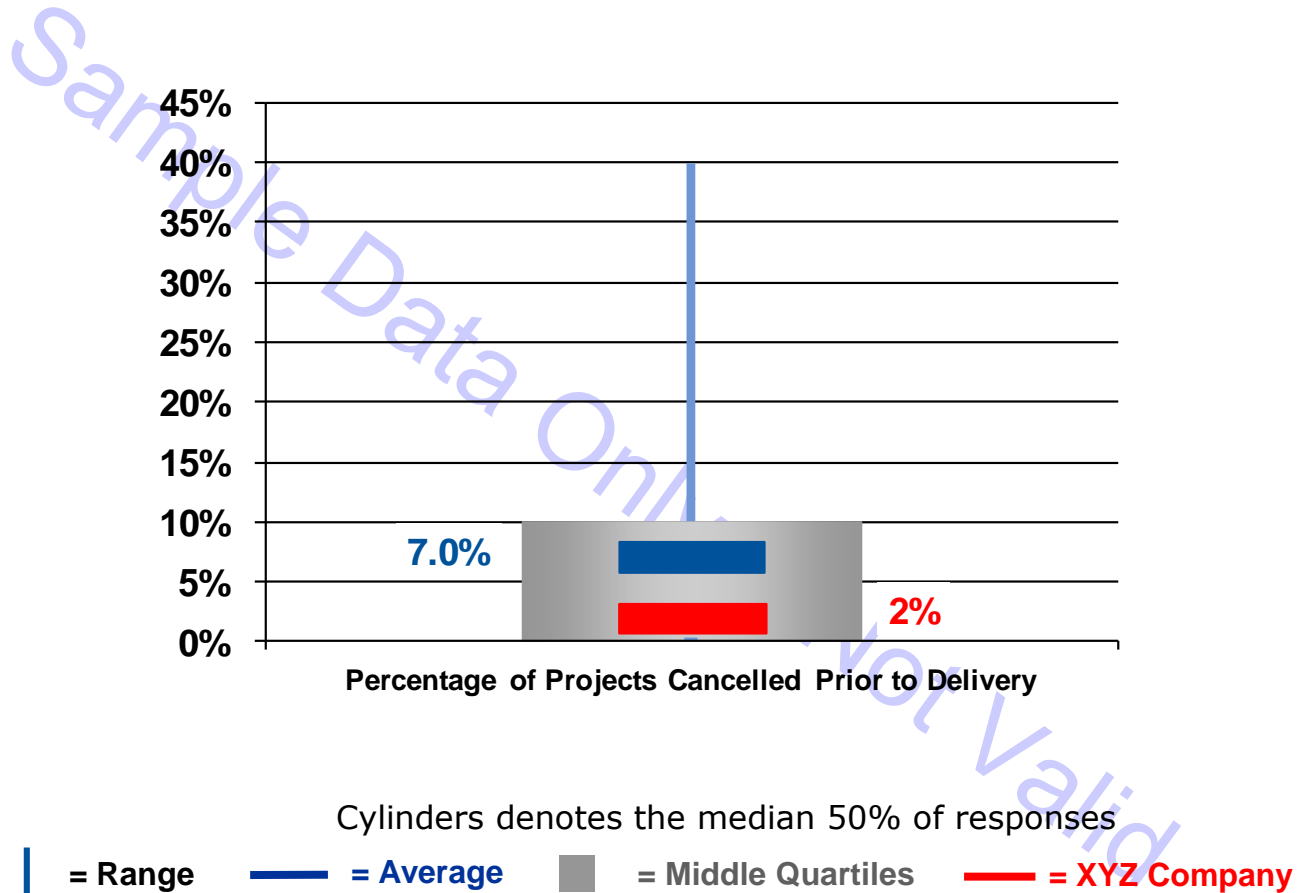
Applications Project Measures



Source: Gartner Benchmark Analytics - IT Key Metrics Data

Based on Full Applications Database

Applications Project Measures

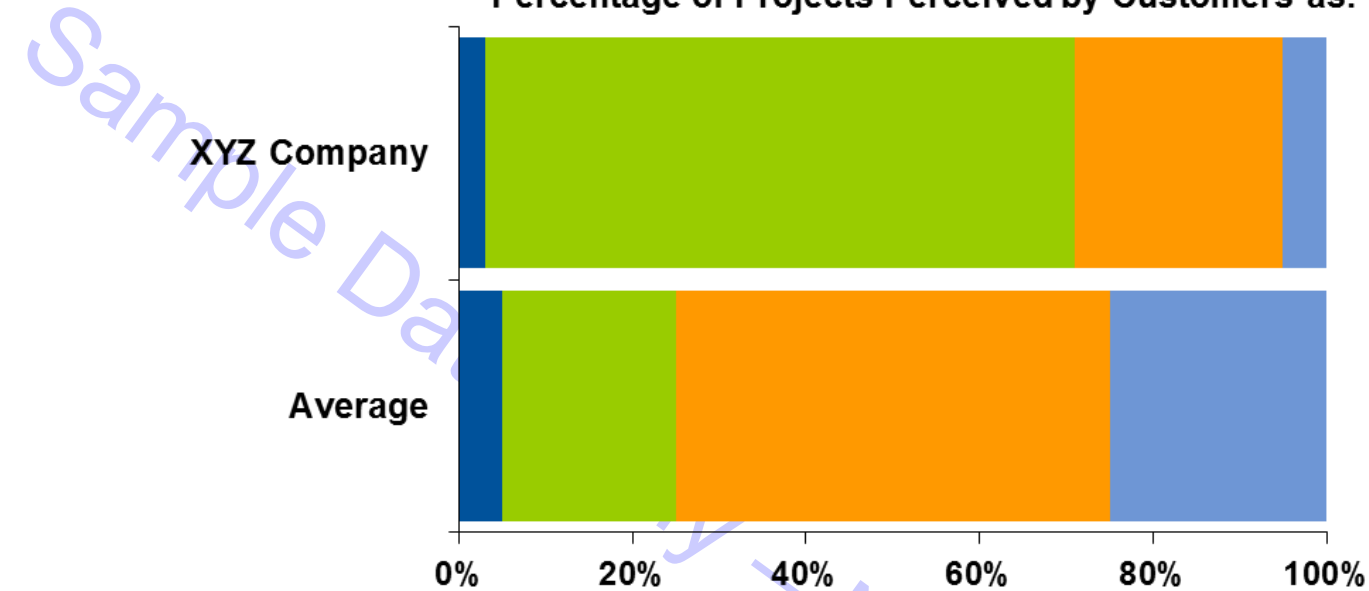


Source: Gartner Benchmark Analytics - IT Key Metrics Data

Based on Full Applications Database

Applications Project Measures

Percentage of Projects Perceived by Customers as:



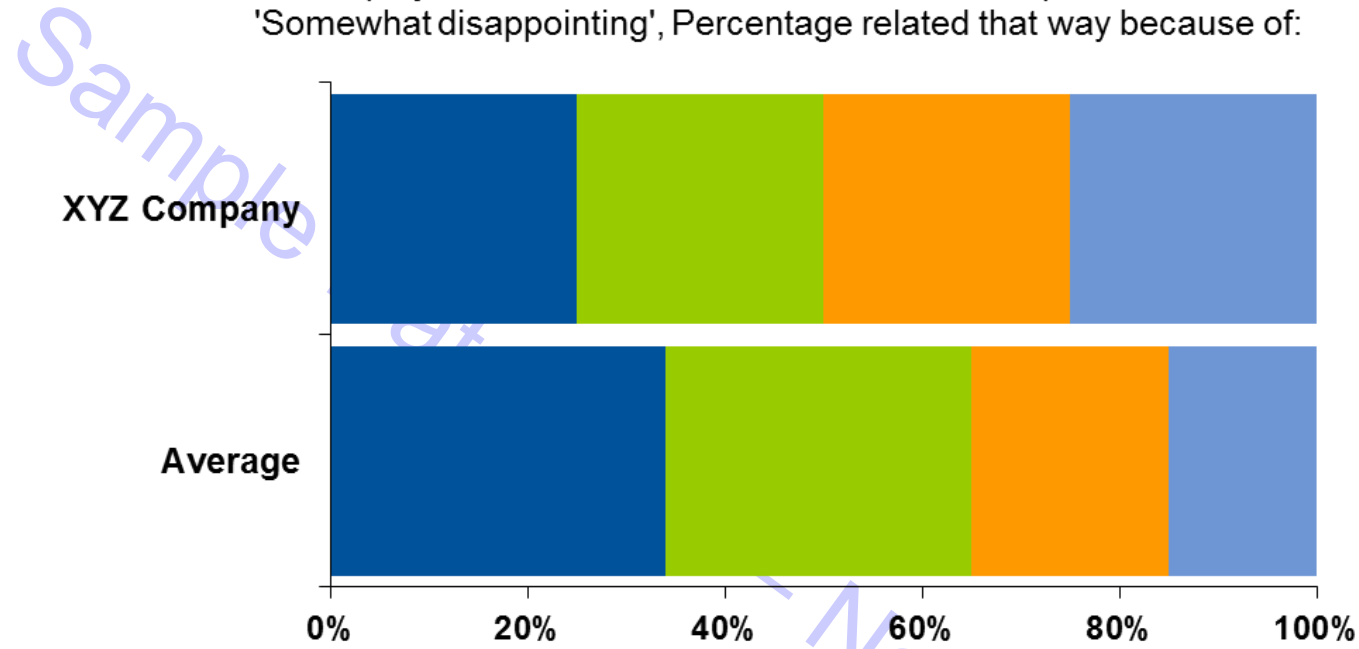
	Average	XYZ Company
■ % Did not meet expectations	5%	3%
■ % Somewhat disappointing	20%	68%
■ % Somewhat successful	50%	24%
■ % Outstanding success	25%	5%

Source: Gartner Benchmark Analytics - IT Key Metrics Data

Based on Full Applications Database

Applications Project Measures

For projects that were rated as 'Did not meet expectations' or 'Somewhat disappointing', Percentage related that way because of:



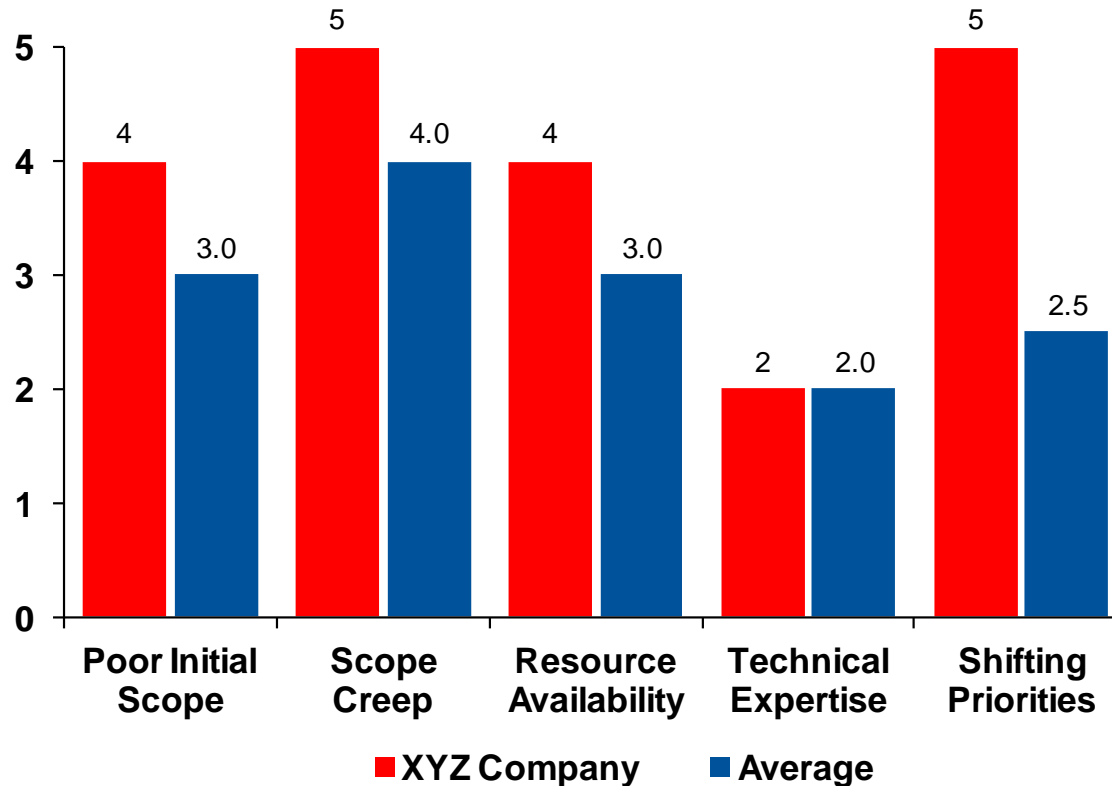
	Average	XYZ Company
■ % Functionality	34%	25%
■ % Missed Schedule	31%	25%
■ % Quality	20%	25%
■ % Cost	15%	25%

Source: Gartner Benchmark Analytics - IT Key Metrics Data

Based on Full Applications Database

Applications Project Measures

Significant Cause of Projects Being Late/Overbudget



Scale of 1 - 5. 1 = Not Significant, 5 = Highly Significant

Source: Gartner Benchmark Analytics - IT Key Metrics Data

Based on Full Applications Database

Information Provided by Gartner Benchmark Analytics

If you have any questions regarding this report, please contact us at:

KMDInfo@gartner.com

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