

GARTNER CONSULTING

GARTNER IT KEY METRICS DATA

Gartner IT Key Metrics Data provide role-specific performance metrics that promote market awareness for IT professionals, underpin best practices, support objective decision making and improve communication with the business.



IT INFRASTRUCTURE & OPERATIONS

In a rapidly changing IT world, access to dependable data is critical to understanding your performance. Reacting to hype and opinion without real figures and trends can lead to bad decisions. You need the facts to build and justify the business case for successful IT investments.

Gartner provides immediate access to authoritative data on staffing levels, spending, key performance metrics and trends for all areas of IT infrastructure and operations to identify areas of opportunity in your environment.

DESIGNED FOR IT LEADERS

Be prepared to answer tough questions from the business on your IT infrastructure spending and performance.

Proven framework. A measurement framework used by more than 70% of the Fortune 500.

Global database. Access to the largest, most accurate and comprehensive IT performance database.

Industry data. Coverage of over 20 industries provides focused insight into your particular sector.

Immediate online access. Real-time access to thousands of IT cost and performance metrics, including breakdowns by industry sector, infrastructure size and region.

GARTNER IT KEY METRICS DATA HELP YOU:

- Compare your costs against those of your industry
- Identify which IT infrastructure areas typically consume the most resources
- Justify your staffing and contractor levels within each infrastructure area
- Establish productivity goals
- Prepare for your annual budgeting cycle with reliable industry spending data
- Understand how IT cost and performance trends align with your strategic direction
- Contrast business growth with changes in IT spending
- Compare your investment priorities against your industry
- Determine typical staff turnover ratios

“Gartner IT Key Metrics Data opens the dialogue with management and internal clients on the quality of services provided and the cost of those services, making it easier to defend the yearly IT budget.”

JED RUBIN
Director, Gartner Consulting

DESIGNED TO HELP

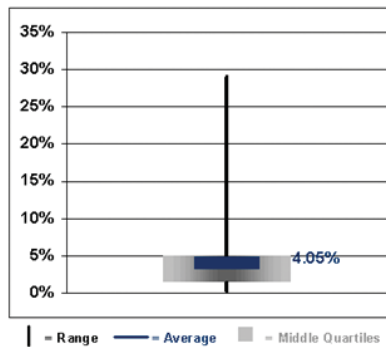
Vice presidents, directors, managers and specialists responsible for the following areas:

- IT infrastructure and operations
- Data center
- Networks
- Telecommunications
- Desktop
- Help desk

SUPPORTS THE WAY YOU WORK

Search our comprehensive IT databases for the industry’s most definitive cost and staffing data. The data is provided in easy-to understand charts and tables, which can support the communications of IT performance in your enterprise.

Cross Industry IT Spend as a % of Revenue



Company Revenue Size (\$Millions)						
Average	Under \$50	\$50 - \$250	\$250 - \$500	\$500 - \$1B	\$1B - \$10B	\$10B+
4.05%	5.51%	4.66%	4.52%	3.72%	3.55%	3.16%
Global 2000 / S&P Range					3.49%	
Fortune 500 Range					3.43%	
Dow Range					3.16%	

[Sample table from Gartner IT Key Metrics Data](#)

Use Gartner to support your discussions with the business. Gartner is recognized by business leaders as the most authoritative independent source of trustworthy data on IT.

HOW CAN YOU FIND OUT MORE?

Gartner provides a range of benchmarking services from self-service data access to custom solutions that can be configured to meet your specific requirements. For more information, please contact your Gartner representative or visit gartner.com/benchmarking.

For more information, contact your Gartner account executive.