



The 2008/2009 IT Spending, Staffing and Technology Trends Report

This report provides dozens of KEY BENCHMARKS for IT Budgets and IT Strategic Planning

IT Intensity Benchmarks

- The median revenue, number of employees, and revenue per employee
- The percentage of employees who use information systems
- The ratio of personal computers (PCs) to users
- Laptops as a percentage of the total PC count
- The percentage of users who have handheld email devices
- The number of network sites
- The percentage of IT spending devoted to ongoing support versus new initiatives

These metrics are useful for comparing the characteristics and IT intensity of a specific organization to those of the sample.

IT Operational Budgets

- IT operational budget amounts and percentage growth from last year
- Percentage of organizations expecting to spend more, the same, or less than the budgeted amount this year
- IT operational budget as a percentage of revenue
- IT operational budget per employee, per user, and per PC
- The percentage of organizations tracking specific line items in the IT operational budget
- A breakdown of IT operational budget line items, each as a percentage of the overall IT operational budget
- Personnel, depreciation, and outsourcing as a percentage of the total IT operational budget, at the 25th percentile, median, and 75th percentile for the survey respondents

IT Capital Budgets

Metrics reported at the median, 25th percentile, and 75th percentile

- IT capital budget allocations, in dollars
- IT capital budget percentage change from last year
- IT capital budget as a percentage of the IT operational budget
- Breakdown average IT capital spending by major category, including the percentage of the IT capital budget allocated to hardware, software development, packaged software, services, and facilities.

Hardware Platform Trends

Each of the following hardware platforms are described in terms of the percentage of organizations in installed:

- Enterprise servers (mainframes)
- High-end servers (over U.S. \$750,000)
- Midrange servers (\$50,000–750,000)
- Low-end servers (under \$50,000)
- PC/workstations
- Laptops

The section on hardware platforms concludes with an analysis of the current average **processing workload by operating system**. Operating systems include mainframes, Unix, Linux, OS/400, Windows, and Netware.

Staffing Metrics

- Ratio of employees to IT staff members
- Ratio of users of IT to IT staff members
- Percentage of organizations increasing or decreasing staff
- Staff level percentage-change at the median, 25th percentile, and 75th percentile
- Average percentage increase in IT compensation this year
- Annual training allocation in dollars per employee
- Percentage of IT staff represented by contractors/temps
- IT staff turnover rates

IT Staffing Ratios for 18 individual positions

- IT managers
- Project managers
- Business analysts/customer relationship managers
- Application programmers
- System programmers and system administrators
- Computer operations and production control
- Help desk
- Desktop support
- Network administration/support
- Database administrators (DBA)
- Quality assurance and testing
- Security
- Training and documentation
- IT process and standards
- IT finance and procurement
- Web and e-commerce staff
- Clerical

For more information on the 2008/2009 IT Spending, Staffing and Technology Trends report contact InfoEdge 800-544-7337 / 617-969-9080.

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