

# IT Key Metrics Data 2024: End-User Services Measures — Practitioners Guide to Establish a Baseline

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Initiatives: [Technology Finance, Risk and Value Management](#); [Digital Workplace Infrastructure and IT Operations](#)

This document outlines the process along with best practices and resources available to support organizations undergoing benchmarking exercises using the Gartner self-service End-User Services tools.

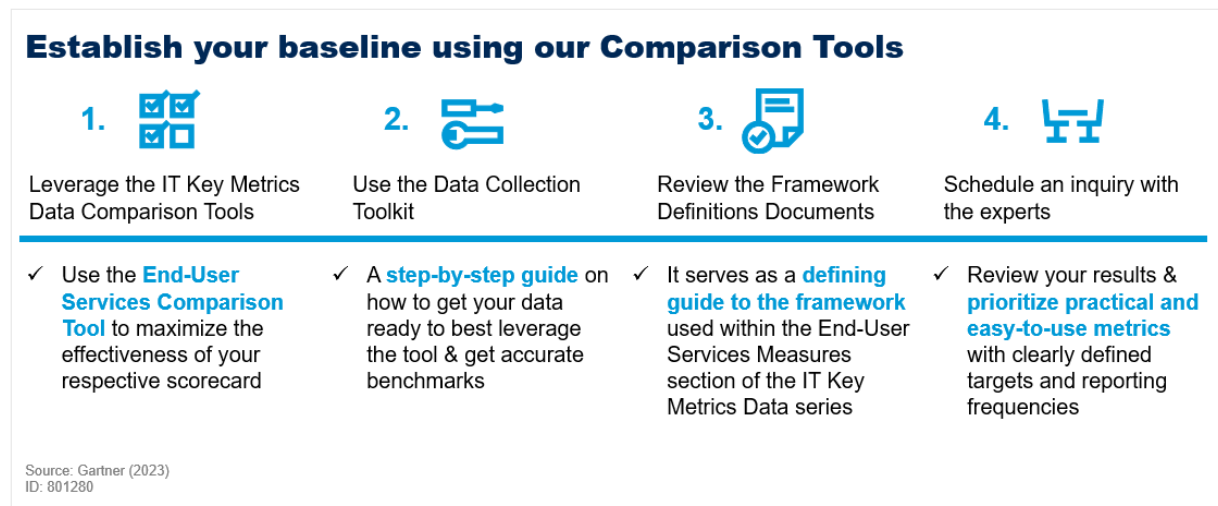
## Overview

### Key Findings

- Organizations often want to assess whether their expenditure on End-User Services matches industry norms. However, the circumstances each organization finds itself in are unique, and each defines their End-User Services budget differently.
- End-User Services & Application Portfolio Budget & Efficiency Tool is an interactive online survey that allows you to input your organization's data and receive a personalized comparison report in return.
- Preparing adequately for the exercise not only helps speed up the process but also maximizes value for effort.
- The final report contains a wealth of efficiency and technical metrics, some of which are exclusive to the tools and can offer additional context and a better understanding of gap drivers.

### Recommendations

Figure 1: Establish your baseline



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1. Leverage the [End-User Services & Application Portfolio Budget & Efficiency Tool](#)
2. Use the attached toolkit for Digital Workplace Services and IT Service Desk
3. Review the Framework Definitions for [Digital Workplace Services](#) and [IT Service Desk](#)
4. Schedule an inquiry to review your results or address alignment questions

End-User Services Toolkit

Analysis

How Does the Comparison Tool Help?

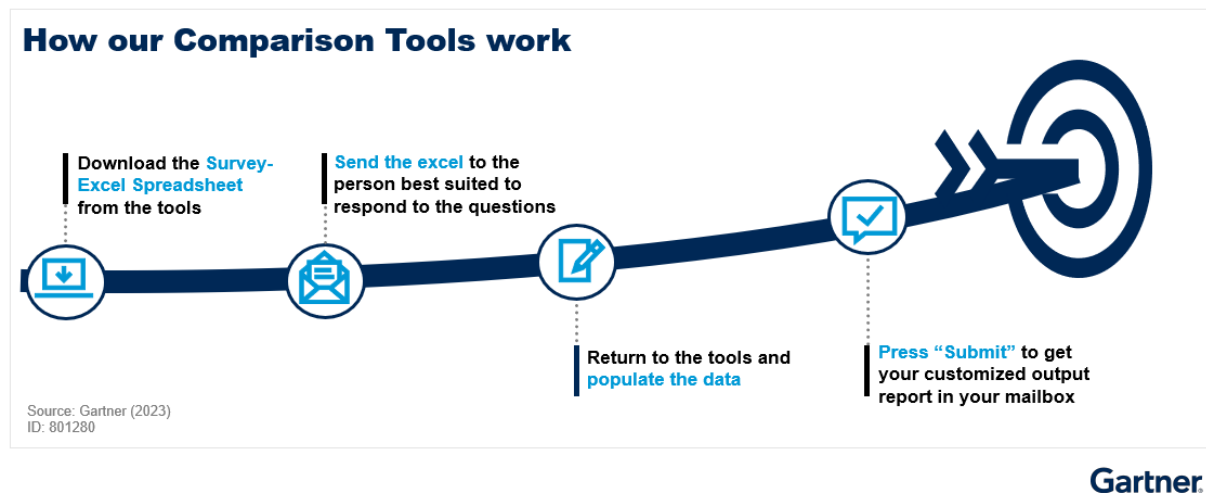
IT Key Metrics Data comparison tools are interactive online surveys that allow you to input your organization’s data and receive a personalized report in return. They provide you with peer reference data which helps you create an effective budgeting process and allocate resources efficiently.

Each tool is focused on a single technical area to allow for more granularity that will help you better understand your domain and justify existing cost gaps or investment initiatives.

End User Services Practitioner’s Guide

How Does it Work?

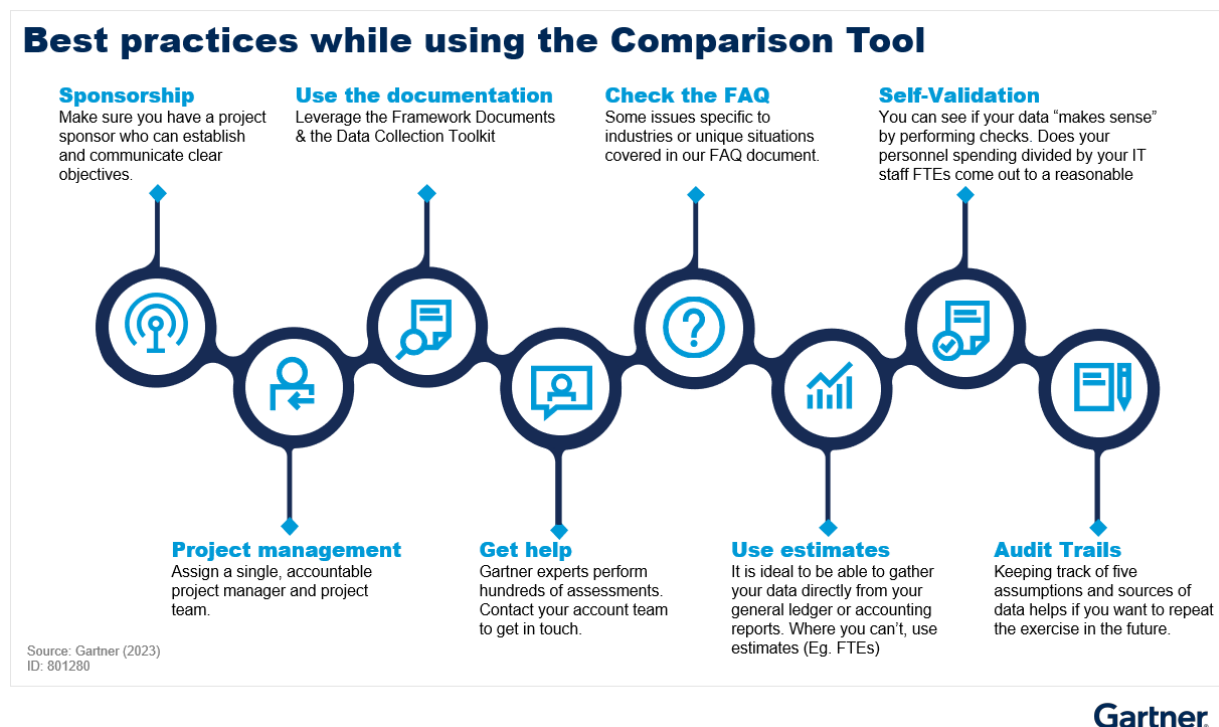
Figure 2: How our Comparison Tools work



## How Difficult Will It Be?

The level of difficulty depends on your ability to gather data and the size of your organization, but there are some best practices.

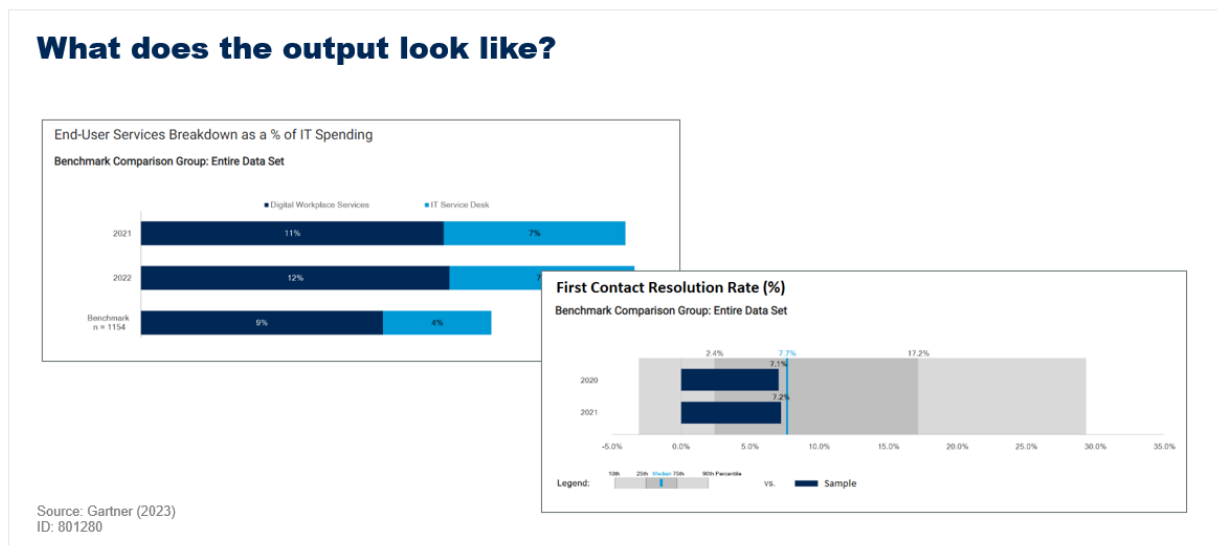
Figure 3: Best practices while using the Comparison Tool



Check the FAQ: Check our [Frequently Asked Questions](#) document.

## Summary of Results

Figure 4: Sample Output



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The output of the report contains top-level metrics and distributions.

Each of these metrics shows security spending/staffing relative to specific workload factors. It is not unusual for an organization to be higher than the average on one and lower on another. It is important to understand that the published averages are not targets, and decisions about “good” or “bad” performance should not be based on these metrics.

The top-level metrics are a good place to start your analysis, but it’s important to go beyond them to understand what drives cost and that is where the distribution metrics come in.

### Additional Offerings

Besides Digital Workplace Services and IT Service Desk, you can access the following tools to generate a comparison report of your IT metrics vs. published industry metrics on an ongoing basis.

[Gartner IT Budget Tool](#)

[IT Key Metrics Data Comparison Tool: Data Center & Network](#)

### Connect with Us

To learn more about Gartner IT Key Metrics Data comparison tools contact your account executive or [email](#) us.

## Recommended by the Authors

*Some documents may not be available as part of your current Gartner subscription.*

[“IT Key Metrics Data 2024: Frequently Asked Questions”](#)

[“IT Key Metrics Data 2024: Demographics.”](#)

[“Critical Capabilities for Managed Mobility Services, Global”](#)

[“2023 Strategic Roadmap for Digital Workplace Infrastructure and IT Operations”](#)

## Document Revision History

[IT Key Metrics Data 2023: End-User Services Measures — Practitioners Guide to Establish a Baseline - 8 December 2022](#)

[IT Key Metrics Data 2022: End-User Services Measures — Practitioners Guide to Establish a Baseline - 16 December 2021](#)

[IT Key Metrics Data 2021: End-User Support Measures — Practitioners Guide to Establish a Baseline - 18 December 2020](#)

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