IT Key Metrics Data 2024: Infrastructure Measures — Practitioners Guide to Establish a Baseline

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> This document outlines the process along with best practices and resources available to support organizations undergoing benchmarking exercises using the Gartner self-service Infrastructure tool.

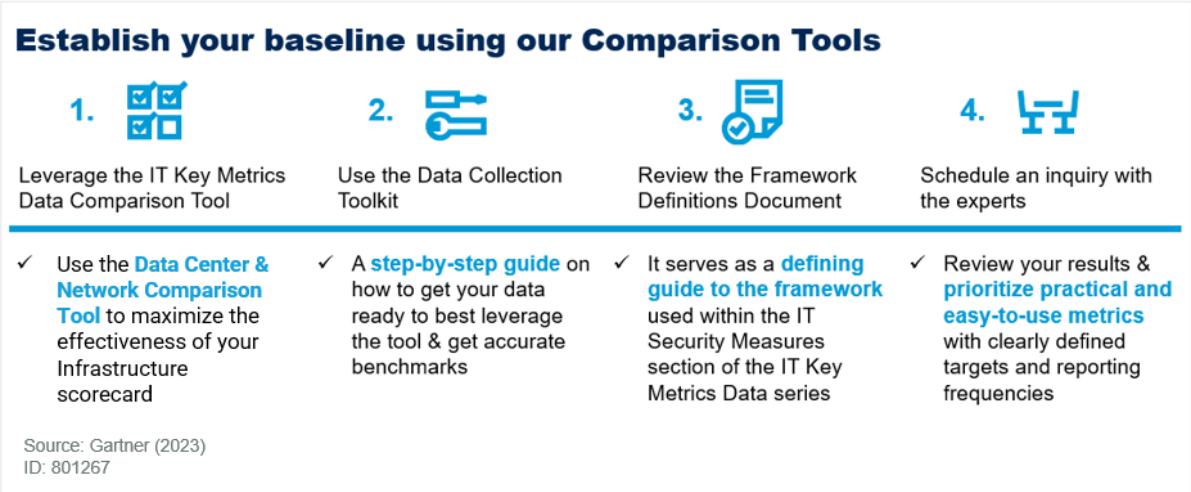
Overview

Key Findings

- Organizations often want to assess whether their expenditure on IT Infrastructure matches industry norms. However, the circumstances each organization finds itself in are unique, and each defines their Infrastructure budget differently.
- IT Key Metrics Data comparison tools are interactive online surveys that allow 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 better understanding of gap drivers.

Recommendations

Figure1: Establish your baseline



1. Leverage the Data Center & Network comparison tool
2. Use the attached toolkit for Data Center & Network
3. Review the Framework Definitions for Data Center and Network
4. Schedule an inquiry to review your results or address alignment questions

Analysis

How Does the Comparison Tool Help?

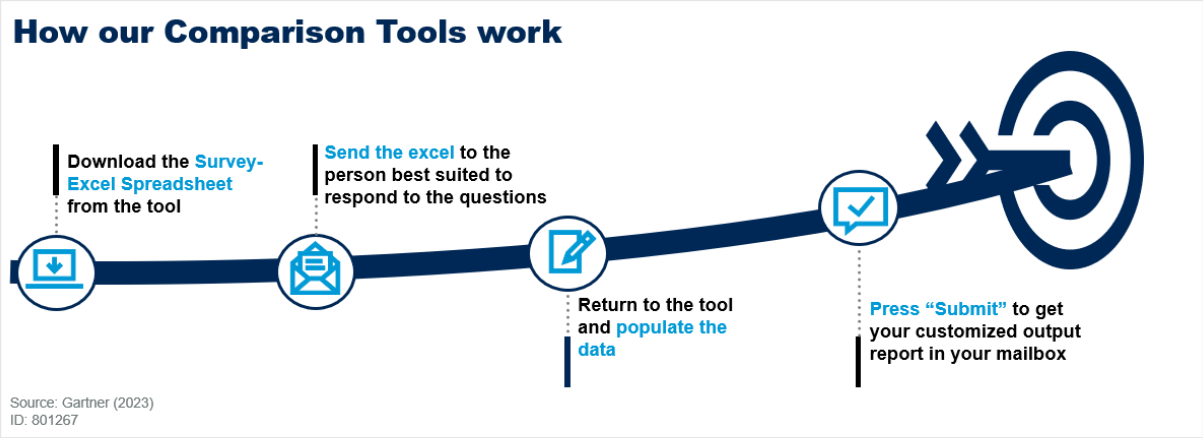
IT Key Metrics Data comparison tools are interactive online surveys that allow you to input your organization's data and receive a personalized report in return. They provide you with peer reference data which helps you create an effective budgeting process and allocate resources efficiently.

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.

Infrastructure Toolkit

How Does it Work?

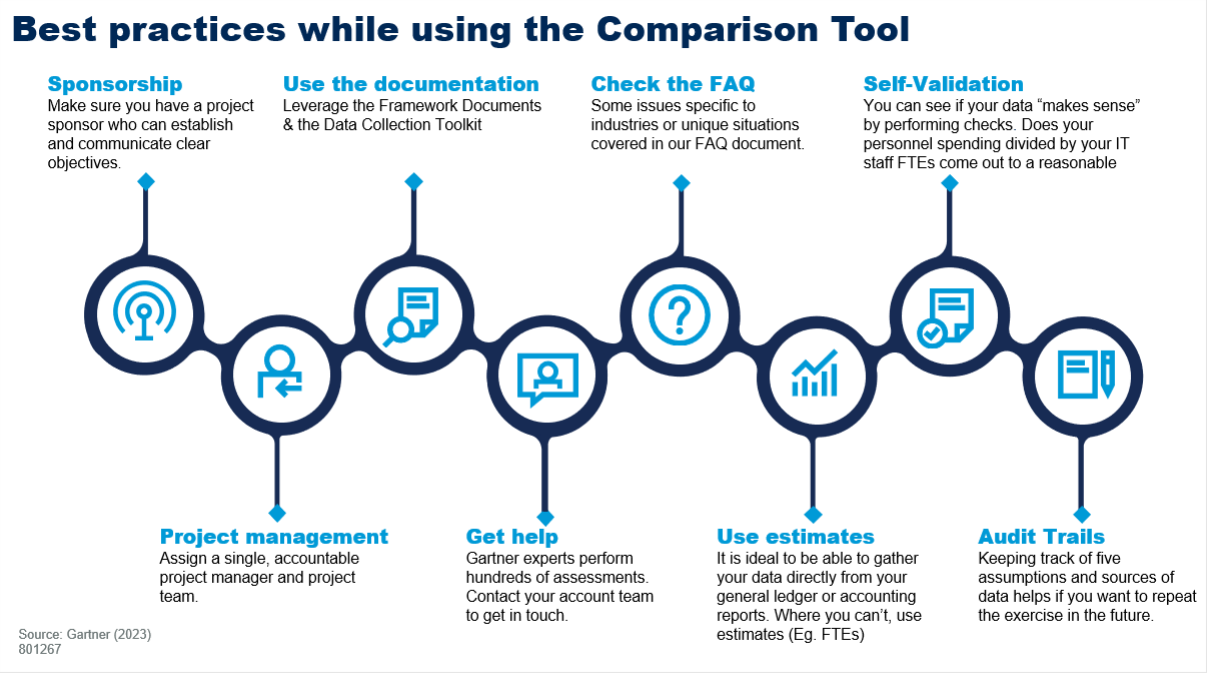
Figure 2: How our Comparison Tools work



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.

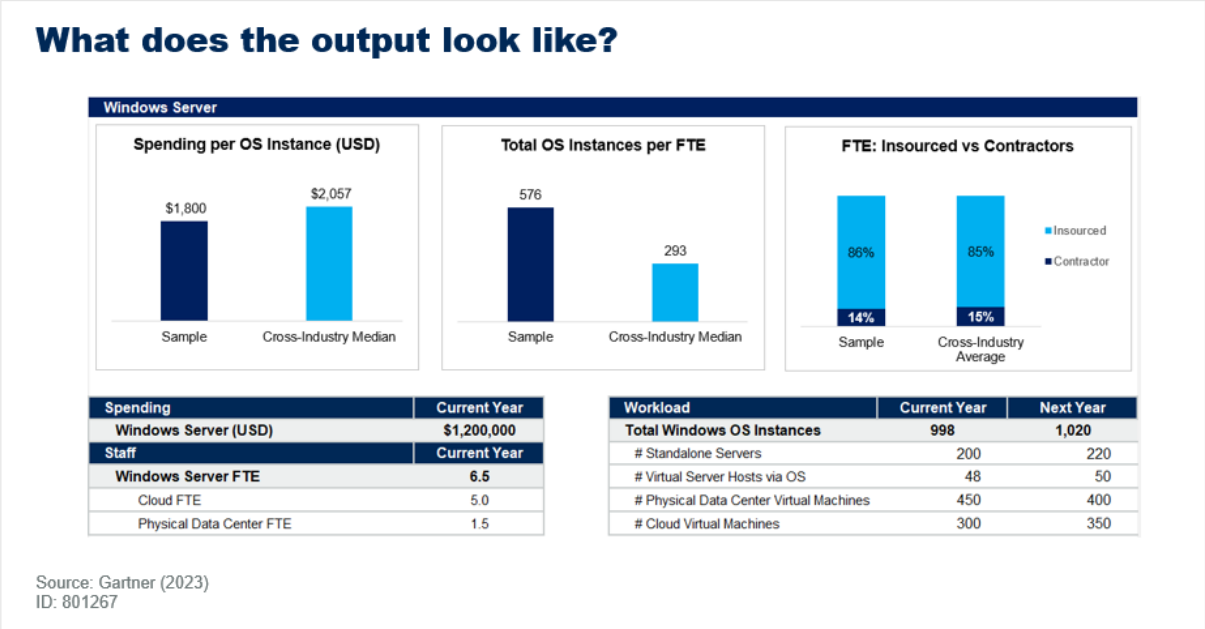
Figure 3: Best practices while using the Comparison Tool



Check the FAQ: Check our Frequently Asked Questions document.

Summary of Results

Figure 4: Sample Output



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

Each of these metrics shows spending/staff relative to specific workload factors. It is not unusual for an organization to be higher than average on one and lower on another. It is important to understand that the published medians are not targets, and decisions of "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 Data Center & Network, 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

End-User Services & Application Portfolio Budget & Efficiency Tool

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: Infrastructure Measures — Data Center Framework Definitions"

"IT Key Metrics Data 2024: Infrastructure Measures — Network Framework Definitions"

"Executive Essentials: Modernization of Infrastructure and Operations and Cloud"

"Infographic: 2023 Technology Adoption Roadmap for Infrastructure and Operations"

"Top Trends Impacting I&O for 2023: A Gartner Trend Insight Report"

Document Revision History

IT Key Metrics Data 2023: Infrastructure Measures — Practitioners Guide to Establish a Baseline - 8 December 2022

IT Key Metrics Data 2022: Infrastructure Measures — Practitioners Guide to Establish a Baseline - 16 December 2021

IT Key Metrics Data 2021: Infrastructure Measures — Practitioners Guide to Establish a Baseline - 18 December 2020

Recommended by the Authors

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IT Key Metrics Data 2024: Infrastructure Measures — Data Center Framework Definitions

IT Key Metrics Data 2024: Infrastructure Measures — Network Framework Definitions

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