IT Key Metrics Data 2023: End-User Services 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 End-User Services tools.
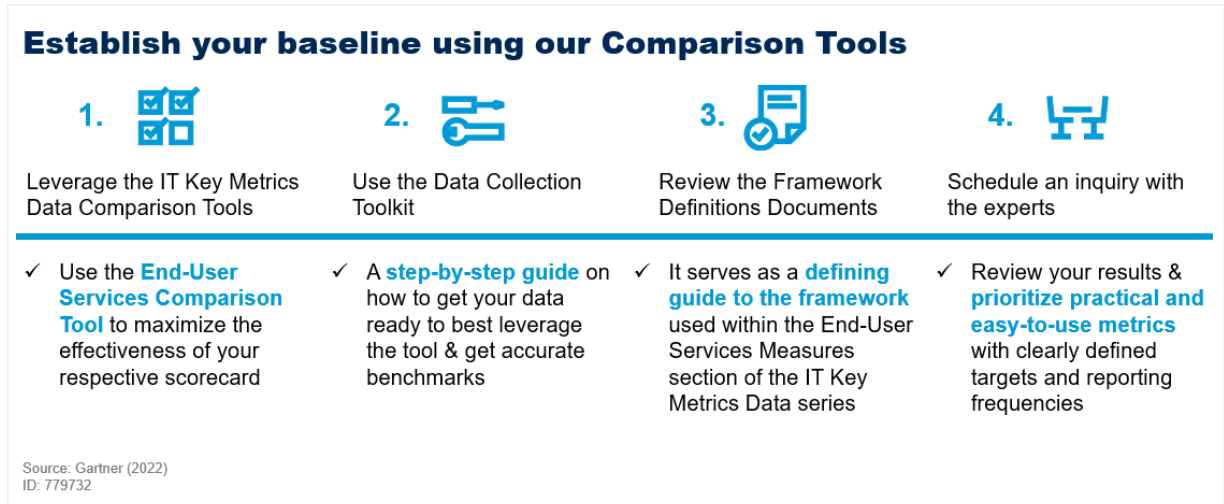
Overview

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.

■ 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.

■ The all-new End-User Services & Application Portfolio Budget & Efficiency Tool will be available from January 2023

Recommendations

Figure 1: Establish your baseline

Establish your baseline using our Comparison Tools

1. Leverage the IT Key Metrics Data Comparison Tools

2. Use the Data Collection Toolkit

3. Review the Framework Definitions Documents

4. Schedule an inquiry with the experts

✓ Use the **End-User Services Comparison Tool** to maximize the effectiveness of your respective scorecard

✓ A **step-by-step guide** on how to get your data ready to best leverage the tool & get accurate benchmarks

✓ It serves as a **defining guide to the framework** used within the End-User Services Measures section of the IT Key Metrics Data series

✓ Review your results & **prioritize practical and easy-to-use metrics** with clearly defined targets and reporting frequencies

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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

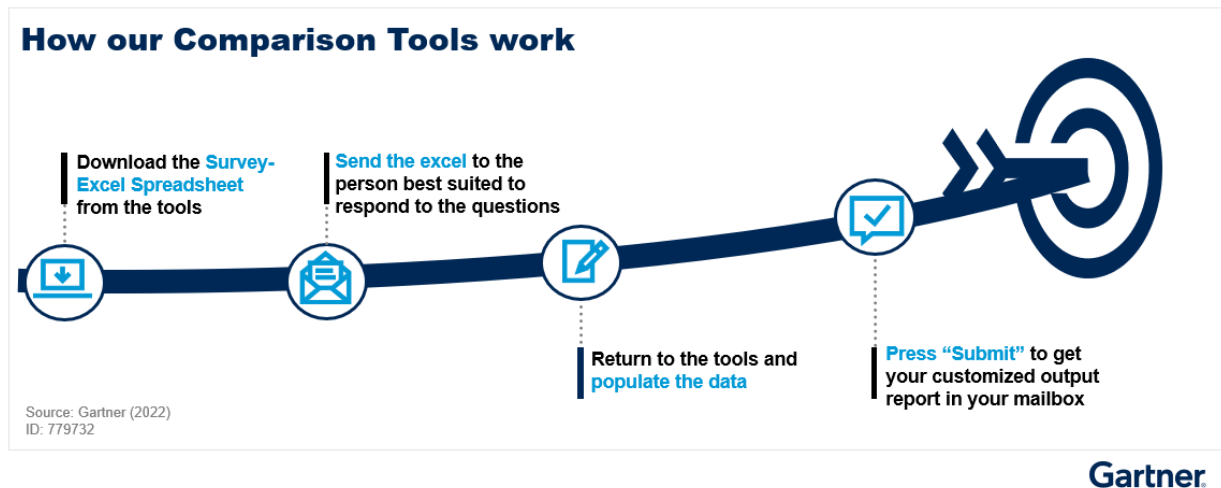End-User Services Toolkit

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.
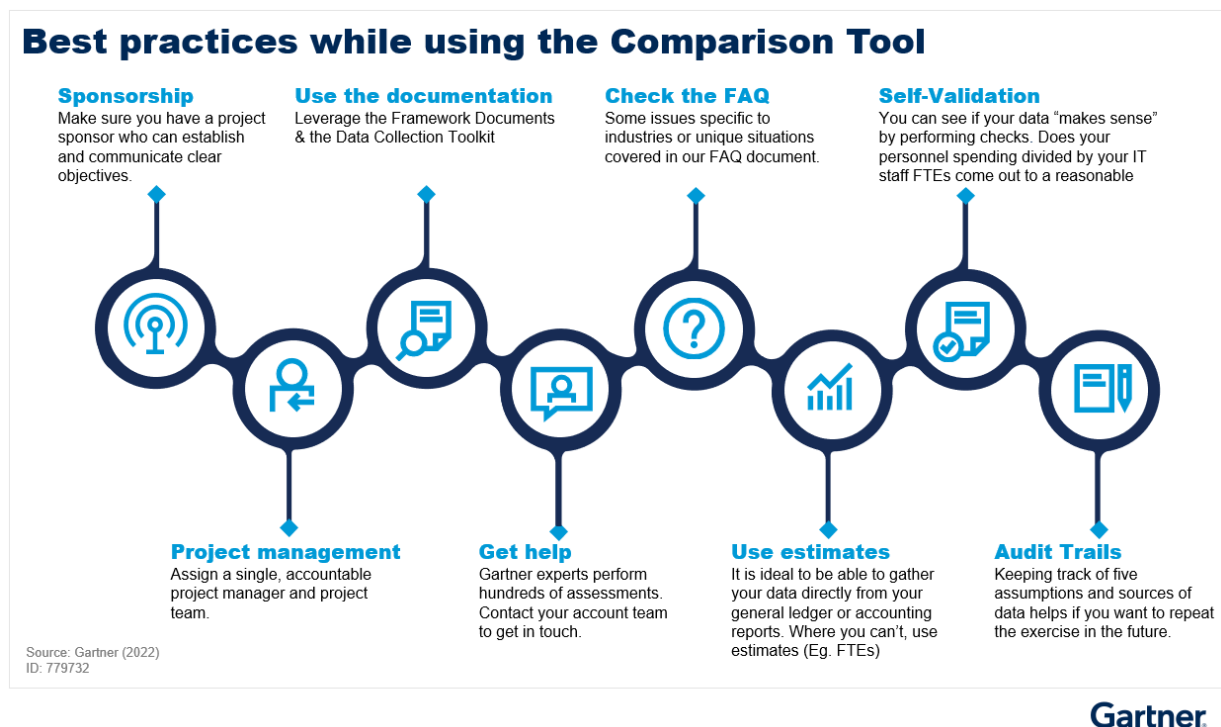
How Does it Work?

Figure 2: How our Comparison Tools work

How our Comparison Tools work

Download the **Survey-Excel Spreadsheet** from the tools

Send the excel to the person best suited to respond to the questions

Return to the tools and **populate the data**

Press "Submit" to get your customized output report in your mailbox

Source: Gartner (2022)
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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.
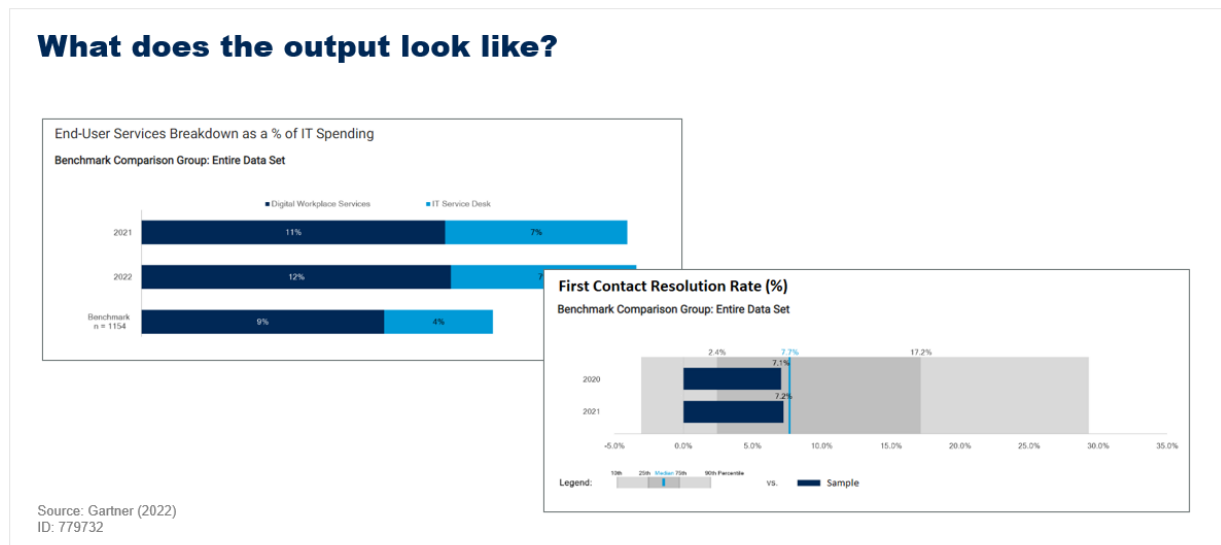
Figure 3: Best practices while using the Comparison Tool

Best practices while using the Comparison Tool

Sponsorship
Make sure you have a project sponsor who can establish and communicate clear objectives.

Use the documentation
Leverage the Framework Documents & the Data Collection Toolkit

Check the FAQ
Some issues specific to industries or unique situations covered in our FAQ document.

Self-Validation
You can see if your data "makes sense" by performing checks. Does your personnel spending divided by your IT staff FTEs come out to a reasonable

Project management
Assign a single, accountable project manager and project team.

Get help
Gartner experts perform hundreds of assessments. Contact your account team to get in touch.

Use estimates
It is ideal to be able to gather your data directly from your general ledger or accounting reports. Where you can't, use estimates (Eg. FTEs)

Audit Trails
Keeping track of five assumptions and sources of data helps if you want to repeat the exercise in the future.

Source: Gartner (2022)
ID: 779732

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Check the FAQ: Check our Frequently Asked Questions document.

Summary of Results

Figure 4: Sample Output

What does the output look like?

Source: Gartner (2022)
ID: 779732

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 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 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 2023: Frequently Asked Questions"

"IT Key Metrics Data 2023: Demographics."

"Create a Culture of Smart Spending"

"Critical Capabilities for Managed Mobility Services, Global"

"IT Score for Infrastructure and Operations"

Document Revision History

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