

IT Key Metrics Data 2023: Index of Published Documents and Metrics

Published 8 December 2022 - ID G00779684 - 51 min read

By Analyst(s): Eric Stegman, Jamie Guevara, Nick Michelogiannakis, Shaivya Kaushal

Initiatives: [Technology Finance, Risk and Value Management](#)

This document provides a comprehensive list of all documents and metrics published in the series.

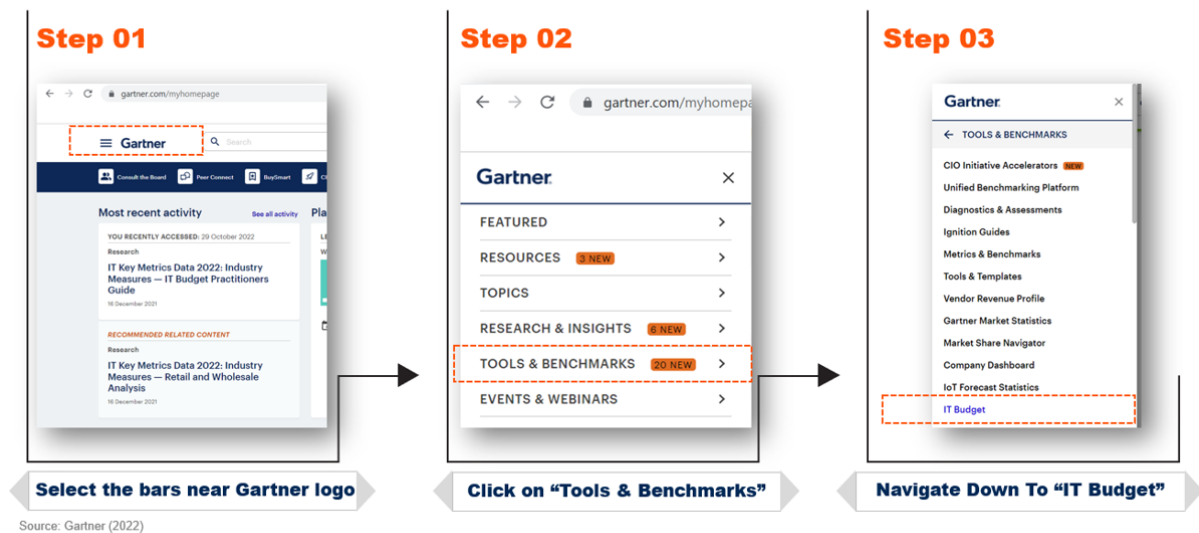
Research Series Outline

Gartner IT Key Metrics Data Series

Depending on their subscription level for Gartner services, some clients have access to the Gartner IT Key Metrics Data (ITKMD) publication series. From the Gartner homepage, go to “Quick Links” from the left panel, scroll down and select “IT Key Metrics.”

Figure 1: Gartner IT Key Metrics Data Research Location

IT Budget Tool Location



Gartner

Gartner ITKMD research is part of the Gartner Benchmark Analytics range of solutions and offers a macro level look at Gartner's global database of comprehensive cost and performance measures. ITKMD provides you with immediate access to authoritative data on IT staff and investment levels, as well as key technology cost and performance metrics. These metrics enable improved budget and investment decisions with regard to the changing environments of business and IT.

IT Key Metrics Data 2023: Introduction Documents

Introduction

[IT Key Metrics Data 2023: Overview](#); Gartner RN# G00779682

The IT Key Metrics Data (ITKMD) 2023 series analysis provides insight into IT Budget and IT Key Metrics Data comparison groups. This year's sample is representative of nearly \$14 trillion in total revenue and more than \$564 billion in total IT spend collectively from 3,994 CIOs and IT Leaders.

CONTENTS

- Value driven organizations use strong IT financial management practices to fund growth through smarter spending
- Research-based tools and metrics
- IT Key Metrics Data Background
- Framework Overview
- Using IT Budget and Self-Service Comparison Tools
- Consultant-based benchmark enabled solutions
- Conclusions
- Points of Clarification

Working with IT Budget and Comparison Tools

[IT Key Metrics Data 2023: Working with IT Budget and Comparison Tools](#); Gartner RN# G00779683

IT spending and staff benchmarks are key building blocks for mature cost management practices. Not all benchmarks are equal, therefore CIOs and IT Leaders should leverage both top-down benchmarks for business value optimization discussions, as well as bottom-up benchmarks for more targeted cost optimization efforts.

CONTENTS

- Challenges faced by today's IT organizations
- How can IT Key Metrics Data help me face those challenges?
- IT Budget and IT Key Metrics Data Benchmark Guide
- Top-Down Approach: Benchmark Total IT Spend and Staff vs. the Industry
- Bottom-up Approach: Focused benchmark of a single technical function
- Next Steps: Identify Opportunities to improve cost management and shift toward smarter spending
- Conclusions

Demographics

[IT Key Metrics Data 2023: Demographics](#) ; Gartner RN# G00779685

This document contains the demographic information for the IT Key Metrics Data 2023 publication series. This year's edition is representative of 3,994 data points, from more than 80 countries, across 21 vertical industries captured throughout 2022.

CONTENTS

- Figure 1: Demographics: Distribution of Participants for the ITKMD Series – 2023 Data by Industry
- Figure 2: Demographics: Distribution of Participants for the ITKMD Series – 2023 Data by Region
- Figure 3: Distribution of Participants for the ITKMD Series – Data from 2018 to 2023 by Industry
- Figure 4: Distribution of Participants for the ITKMD Series – Data from 2018 to 2023 by Region

- Figure 5: Demographics: Distribution of Participants for the Industry Measures — 2023 Data by Industry
- Figure 6: Demographics: Distribution of Participants for the Industry Measures — 2023 Data by Region
- Figure 7: Distribution of Participants for the Industry Measures — Data from 2018 to 2023 by Industry
- Figure 8: Distribution of Participants for the Industry Measures — Data from 2018 to 2023 by Region
- Figure 9: Demographics: Distribution of Participants for the Infrastructure & End-User Service Measures — 2023 Data by Industry
- Figure 10: Demographics: Distribution of Participants for the Infrastructure & End-User Service Measures — 2023 Data by Region
- Figure 11: Distribution of Participants for the Infrastructure & End-User Service Measures — Data from 2020 to 2023 by Industry
- Figure 12: Distribution of Participants for the Infrastructure & End-User Service Measures — Data from 2020 to 2023 by Region
- Figure 13: Demographics: Distribution of Participants for the Applications Measures — 2023 Data by Industry
- Figure 14: Demographics: Distribution of Participants for the Applications Measures — 2023 Data by Region
- Figure 15: Distribution of Participants for the Applications Measures — Data from 2018 to 2023 by Industry
- Figure 16: Distribution of Participants for the Applications Measures — Data from 2018 to 2023 by Region
- Figure 17: Demographics: Distribution of Participants for the IT Security Measures — 2023 Data by Industry
- Figure 18: Demographics: Distribution of Participants for the IT Security Measures — 2023 Data by Region
- Figure 19: Distribution of Participants for the IT Security Measures — Data from 2018 to 2023 by Industry

- Figure 20: Distribution of Participants for the IT Security Measures – Data from 2018 to 2023 by Region

Frequently Asked Questions

[IT Key Metrics Data 2023: Frequently Asked Questions](#); Gartner RN# G00779686

This document contains answers to Frequently Asked Questions regarding IT Key Metrics Data series and is meant to help users establish more consistent and understandable comparisons.

CONTENTS

- Frequently Asked Questions
- Source Data Properties
- Process Methodology
- Technical Issues/Questions

Definition of Industries

[IT Key Metrics Data 2023: Definition of Industries](#); Gartner RN# G00779687

This document serves as a guide to defining the 21 industry sectors used in the Gartner IT Key Metrics Data self-service comparison tools and all related research.

CONTENTS

- Definition of Industries
- Banking and Financial Services
- Chemicals
- Construction, Materials and Natural Resources
- Consumer Products
- Education
- Energy

- Food and Beverage Processing
- Government — National/International
- Government — State/Local
- Healthcare Providers
- Industrial Electronics and Electrical Equipment
- Industrial Manufacturing
- Insurance
- Media and Entertainment
- Pharmaceuticals, Life Sciences and Medical Products
- Professional Services
- Retail and Wholesale
- Software Publishing and Internet Services
- Telecommunications
- Transportation
- Utilities

IT Key Metrics Data 2023: Industry Measures Documents

Executive Summary

[IT Key Metrics Data 2023: Industry Measures — Executive Summary](#); Gartner RN# G00779688

This research contains enterprise-level IT spending and staff metrics, as well as business productivity ratios for 21 vertical industries, collected throughout 2023 from a global audience. It provides an overall summary of the Industry Measures from the IT Key Metrics Data report series.

CONTENTS

- Figure 1: Executive Summary for Cross-Industry

- Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- Figure 3: IT Spending as a Percent of Revenue, by Industry, 2022
- Figure 4: IT Spending as a Percent of Revenue, by Region, 2022
- Figure 5: IT Spending as a Percent of Operating Expense, by Industry, 2022
- Figure 6: IT Spending as a Percent of Operating Expense, by Region, 2022
- Figure 7: IT Spending per Employee, by Industry, 2022
- Figure 8: IT Spending per Employee, by Region, 2022
- Figure 9: IT Spending Percent Change, by Industry, 2021 to 2022
- Figure 10: IT Spending Percent Change, by Region, 2021 to 2022
- Figure 11: IT Spending Percent Change, by Industry, 2022 to 2023 Projected
- Figure 12: IT Spending Percent Change, by Region, 2022 to 2023 Projected
- Figure 13: Spending Behaviors: Industry Distribution of Spending Changes by Type, 2022 to 2023 Projected
- Figure 14: Spending Behaviors: Regional Distribution of Spending Changes by Type, 2022 to 2023 Projected
- Figure 15: IT Spending as a Percent of Revenue, by Industry, 2023 Projected
- Figure 16: IT Spending as a Percent of Revenue, by Region, 2023 Projected
- Figure 17: IT Spending as a Percent of Operating Expense, by Industry, 2023 Projected
- Figure 18: IT Spending as a Percent of Operating Expense, by Region, 2023 Projected
- Figure 19: IT Spending per Employee, by Industry, 2023 Projected
- Figure 20: IT Spending per Employee, by Region, 2023 Projected
- Figure 21: Revenue Per Employee, by Industry, 2022
- Figure 22: Revenue Per Employee, by Region, 2022
- Figure 23: Operating Income Per Employee, by Industry, 2022

- Figure 24: Operating Income Per Employee, by Region, 2022
- Figure 25: Profitability, by Industry, 2022
- Figure 26: Profitability, by Region, 2022
- Figure 27: IT Operational Versus Capital Spending, 2018 to 2022
- Figure 28: IT Operational Versus Capital Spending, by Industry, 2022
- Figure 29: IT Operational Versus Capital Spending, by Region, 2022
- Figure 30: IT Spending to Run, Grow and Transform the Business, 2018 to 2022
- Figure 31: IT Spending to Run, Grow and Transform the Business, by Industry, 2022
- Figure 32: IT Spending to Run, Grow and Transform the Business, by Region, 2022
- Figure 33: Distribution of IT Spending by Funding Source, 2018 to 2022
- Figure 34: Distribution of IT Spending by Funding Source, by Industry, 2022
- Figure 35: Distribution of IT Spending by Funding Source, by Region, 2022
- Figure 36: Distribution of IT Spending by Asset Category, 2018 to 2022
- Figure 37: Distribution of IT Spending by Asset Category, by Region, 2022
- Figure 38: Distribution of IT Spending and Staffing by IT Technical Function, 2022
- Figure 39: Distribution of IT Spending and Staffing by Governance & Business Management
- Figure 40: IT FTEs as a Percent of Employees, by Industry, 2022
- Figure 41: IT FTEs as a Percent of Employees, by Region, 2022
- Figure 42: Distribution of IT FTEs: Insourced Versus Contractor, 2018 to 2022
- Figure 43: Distribution of IT FTEs: Insourced Versus Contractor, by Industry, 2022
- Figure 44: Distribution of IT FTEs: Insourced Versus Contractor, by Region, 2022
- Table 1: Number of Observations, Average Revenue and Enterprise Employees

Insights for Midsize Enterprises

IT Key Metrics Data 2023: Industry Measures – Insights for Midsize Enterprises; Gartner RN# G00779690

This analysis provides insight into IT Spending and Staff results for Midsize Enterprises based on the Gartner Industry Enterprise IT Spending and Staffing Framework. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Figure 1: 4-Step process to Identify Opportunities for Smarter Spending
- Figure 2: IT Spending as a Percent of Revenue
- Figure 3: IT Spending as a Percent of Operating Expense
- Figure 4: IT Spending per Employee
- Figure 5: Revenue per Employee
- Figure 6: Operating income per Employee
- Figure 7: Profitability
- Figure 8: IT Operational Versus Capital Spending
- Figure 9: IT Spending to Run, Grow and Transform the Business
- Figure 10: Business Value Category Decision Tree
- Figure 11: Distribution of IT Spending by Funding Source
- Figure 12: Distribution of IT Spending by Asset Category
- Figure 13: Distribution of IT Staffing and Spending by IT Technical Area
- Figure 14: IT FTEs as a Percent of Employees
- Figure 15: Distribution of IT FTEs: Insourced Versus Contractor

IT Budget Practitioners Guide to Establish a Baseline

[IT Key Metrics Data 2023: Industry Measures – IT Budget Practitioners Guide to Establish a Baseline](#); Gartner RN# G00779691

This document outlines best practices and resources available to support data preparation and alignment to the Gartner consensus model for organizations using the Gartner tools to undergo benchmarking exercises.

CONTENTS

- How Does the ITBudget Tool Help?
- How Does It Work?
- How Difficult Will It Be?
- Summary of Results

Framework Definitions

[IT Key Metrics Data 2023: Industry Measures – Framework Definitions](#); Gartner RN# G00779693

This research outlines Gartner Benchmark Analytics total IT spending consensus model and framework definitions for cost management and benchmarking activities.

CONTENTS

- Country Representing the Largest Amount of Enterprise's Operations:
- Organizational Scope Represented by This Assessment:
- Industry Cohorts
- Total IT Spending/Budget Definition
- From a Resource (Asset) Perspective IT Spending/Budget Includes
- From an IT Technical Function Area or Activity Perspective IT Spending/Budget Includes
- From a Business Perspective IT Spending/Budget Includes
- IT Spending/Budget Excludes
- Additional Points of Clarification
- Accounting-based Cost Management View

- IT Spending by Funding Source
- Asset-Based Cost Management View
- Strategic-based Cost Management View
- IT Technical Function Cost Management View
- Staffing

IT Budget Next Steps

[IT Key Metrics Data 2023: Industry Measures – IT Budget Next Steps](#); Gartner RN# G00779694

Big enterprise changes require fact-based decisions regarding IT investments and costs. A critical evaluation of IT capabilities — past, present and future — is the cornerstone of delivering business value.

CONTENTS

- Overview
- Review and Discuss Total IT Spending Metrics
- Level Set Your IT Budget With Traditional Accounting Based Views
- Business Aligned Key Initiative Discussion
- IT Cost Optimization Discussion
- IT Staffing Discussion
- Ongoing Planning and Business Value Discussions

Cross-Industry Analysis

[IT Key Metrics Data 2023: Industry Measures – Cross-Industry Analysis](#); Gartner RN# G00779695

This analysis provides insight into IT Budget Tool results based on the “Cross-Industry” (all industry) comparison group. CIOs and IT Leaders should use the IT Budget Tool results to improve cost management through transparency and IT Financial Management best practices.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Cross-Industry
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability

- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Banking and Financial Services Analysis

[IT Key Metrics Data 2023: Industry Measures – Banking and Financial Services Analysis](#);
Gartner RN# G00779696

This analysis provides insight into metrics for the Banking and Financial Services Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Banking and Financial Services
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending

- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor

- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Chemicals Analysis

[IT Key Metrics Data 2023: Industry Measures – Chemicals Analysis](#); Gartner RN# G00779697

This analysis provides insight into metrics for the Chemicals Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Chemicals
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees

- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Construction, Materials and Natural Resources Analysis

[IT Key Metrics Data 2023: Industry Measures – Construction, Materials and Natural Resources Analysis](#); Gartner RN# G00779698

This analysis provides insight into metrics for the Construction, Materials and Natural Resources Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Construction, Materials and Natural Resources
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability

- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Consumer Products Analysis

[IT Key Metrics Data 2023: Industry Measures – Consumer Products Analysis](#); Gartner RN# G00779699

This analysis provides insight into metrics for the Consumer Products Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Consumer Products
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending

- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor

- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Education Analysis

[IT Key Metrics Data 2023: Industry Measures – Education Analysis](#); Gartner RN# G00779700

This analysis provides insight into metrics for the Education Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Education
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees

- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Energy Analysis

[IT Key Metrics Data 2023: Industry Measures – Energy Analysis](#); Gartner RN# G00779701

This analysis provides insight into metrics for the Energy Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Energy
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending

- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor

- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Food and Beverage Processing Analysis

[IT Key Metrics Data 2023: Industry Measures – Food and Beverage Processing Analysis](#); Gartner RN# G00779702

This analysis provides insight into metrics for the Food and Beverage Processing Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Food and Beverage Processing
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees

- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Government – National and International Analysis

[IT Key Metrics Data 2023: Industry Measures – Government – National and International Analysis](#); Gartner RN# G00779703

This analysis provides insight into metrics for the Government – National and International Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Government — National and International Analysis
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 6: IT Spending as a Percent of Operating Expense
 - Figure 7: IT Spending per Employee (\$000 USD)
 - Figure 8: IT FTEs as a Percent of Employees
- IT Resource Distributions
 - Figure 9: IT Spending by Funding Source
 - Figure 10: IT Operational Versus Capital Spending
 - Figure 11: IT Spending to Run, Grow and Transform the Business
 - Figure 12: Distribution of IT Spending by Asset Category
 - Figure 13: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 14: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 15: Distribution of Data by Revenue Size

Government — State and Local Analysis

IT Key Metrics Data 2023: Industry Measures — Government — State and Local Analysis; Gartner RN# G00779705

This analysis provides insight into metrics for the Government — State and Local Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Government — National and International Analysis
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 6: IT Spending as a Percent of Operating Expense
 - Figure 7: IT Spending per Employee (\$000 USD)
 - Figure 8: IT FTEs as a Percent of Employees

- IT Resource Distributions
 - Figure 9: IT Spending by Funding Source
 - Figure 10: IT Operational Versus Capital Spending
 - Figure 11: IT Spending to Run, Grow and Transform the Business
 - Figure 12: Distribution of IT Spending by Asset Category
 - Figure 13: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 14: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 15: Distribution of Data by Revenue Size

Healthcare Providers Analysis

[IT Key Metrics Data 2023: Industry Measures – Healthcare Providers Analysis](#); Gartner
RN# G00779707

This analysis provides insight into metrics for the Healthcare Providers Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Healthcare Providers
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending

- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor

- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Industrial Electronics and Electrical Equipment Analysis

[IT Key Metrics Data 2022: Industry Measures – Industrial Electronics and Electrical Equipment Analysis](#); Gartner RN# G00779708

This analysis provides insight into metrics for the Industrial Electronics and Electrical Equipment Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Industrial Electronics and Electrical Equipment
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees

- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Industrial Manufacturing Analysis

[IT Key Metrics Data 2023: Industry Measures – Industrial Manufacturing Analysis](#);
Gartner RN# G00779709

This analysis provides insight into metrics for the Industrial Manufacturing Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Industrial Manufacturing
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability

- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Insurance Analysis

[IT Key Metrics Data 2023: Industry Measures – Insurance Analysis](#); Gartner RN# G00779710

This analysis provides insight into metrics for the Insurance Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Insurance
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending

- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor

- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Media and Entertainment Analysis

[IT Key Metrics Data 2023: Industry Measures – Media and Entertainment Analysis;](#)
Gartner RN# G00779711

This analysis provides insight into metrics for the Media and Entertainment Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Media and Entertainment
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees

- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Pharmaceuticals, Life Sciences and Medical Products Analysis

[IT Key Metrics Data 2023: Industry Measures – Pharmaceuticals, Life Sciences and Medical Products Analysis](#); Gartner RN# G00779712

This analysis provides insight into metrics for the Pharmaceuticals, Life Sciences and Medical Products Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Pharmaceuticals, Life Sciences and Medical Products
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability

- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Professional Services Analysis

[IT Key Metrics Data 2023: Industry Measures – Professional Services Analysis](#); Gartner
RN# G00779713

This analysis provides insight into metrics for the Professional Services Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Professional Services
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending

- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor

- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Retail and Wholesale Analysis

[IT Key Metrics Data 2023: Industry Measures – Retail and Wholesale Analysis](#); Gartner
RN# G00779714

This analysis provides insight into metrics for the Retail and Wholesale Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Retail and Wholesale
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees

- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Software Publishing and Internet Services Analysis

[IT Key Metrics Data 2023: Industry Measures – Software Publishing and Internet Services Analysis](#); Gartner RN# G00779715

This analysis provides insight into metrics for the Software Publishing and Internet Services Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Software Publishing and Internet Services
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability

- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Telecommunications Analysis

[IT Key Metrics Data 2023: Industry Measures – Telecommunications Analysis](#); Gartner
RN# G00779716

This analysis provides insight into metrics for the Telecommunications Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Telecommunications
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending

- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor

- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Transportation Analysis

[IT Key Metrics Data 2023: Industry Measures – Transportation Analysis](#); Gartner RN# G00779717

This analysis provides insight into metrics for the Transportation Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Transportation
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending
- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees

- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor
- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

Utilities Analysis

[IT Key Metrics Data 2023: Industry Measures – Utilities Analysis](#); Gartner RN# G00779718

This analysis provides insight into metrics for the Utilities Industry from that dataset. CIOs and IT Leaders should measure and benchmark their organization's IT metrics using the IT Budget Tool. These benchmarks can be part of a program to improve cost management through transparency and regular calibration as a best practice.

CONTENTS

- Overview
 - Figure 1: Executive Summary for Utilities
 - Figure 2: 4-Step process to Identify Opportunities for Smarter Spending

- IT Investment Measures
 - Figure 3: Total IT Spend
 - Figure 4: IT Spending Percent Change
 - Figure 5: Agility: Revenue Percent Change Versus IT Spending Percent Change
 - Figure 6: Agility: Operating Expense Percent Change Versus IT Spending Percent Change
 - Figure 7: IT Spending as a Percent of Revenue
 - Figure 8: IT Spending as a Percent of Operating Expense
 - Figure 9: IT Spending per Employee (\$000 USD)
 - Figure 10: IT FTEs as a Percent of Employees
- Business Productivity Ratios
 - Figure 11: Revenue per Employee (\$000 USD)
 - Figure 12: Operating Income per Employee (\$000 USD)
 - Figure 13: Profitability
- IT Resource Distributions
 - Figure 14: IT Spending by Funding Source
 - Figure 15: IT Operational Versus Capital Spending
 - Figure 16: IT Spending to Run, Grow and Transform the Business
 - Figure 17: Distribution of IT Spending by Asset Category
 - Figure 18: Distribution of IT Spending and Staffing by IT Technical Function
 - Figure 19: Distribution of IT FTEs: Insourced Versus Contractor

- Evidence
 - Table 1: Number of Observations, Average Revenue and Enterprise Employees
 - Figure 20: Distribution of Data by Revenue Size

IT Key Metrics Data 2023: Infrastructure Measures Documents

Executive Summary

[IT Key Metrics Data 2023: Infrastructure Measures – Executive Summary](#); Gartner RN# G00779719

This research provides an overall summary of the Infrastructure Measures from the IT Key Metrics Data 2023 report series.

CONTENTS

- Introduction to Infrastructure Benchmarking
 - Figure 1: 4-Step process to Identify Opportunities for Smarter Spending
 - Figure 2: Technical Cost Management View
 - Figure 3: Infrastructure Spending as a Percent of Total IT Spending
 - Figure 4: Infrastructure Spending as a Percent of Total IT Spending by Industry
 - Figure 5: Infrastructure Spending Distribution by Function
 - Figure 6: Infrastructure FTEs as a Percent of Total IT FTEs
 - Figure 7: Infrastructure FTEs as a Percent of Total IT FTEs by Industry
 - Figure 8: Infrastructure Staff Distribution by Function
 - Figure 9: Annual Infrastructure Unit Cost per Workload Type
- Demographics

Practitioners Guide to Establish a Baseline

[IT Key Metrics Data 2023: Infrastructure Measures – Practitioners Guide to Establish a Baseline](#); Gartner RN# G00779720

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.

CONTENTS

- How Does the ITBudget Tool Help?
- How Does It Work?
- How Difficult Will It Be?
- Summary of Results

Data Center Framework Definitions

[IT Key Metrics Data 2023: Infrastructure Measures – Data Center Framework Definitions](#); Gartner RN# G00779723

This research outlines the Gartner Infrastructure – Data Center consensus model and framework definitions for IT cost management.

CONTENTS

- Scope
- General Information
- Service Definitions
 - Figure 1: Compute Framework
 - Figure 2: Storage Framework
 - Figure 3: Database Framework
 - Figure 4: Middleware Framework
 - Figure 5: Facilities/Hosting Framework
- Common Definitions
- Workload

Network Framework Definitions

[IT Key Metrics Data 2023: Infrastructure Measures – Network Framework Definitions](#); Gartner RN# G00779724

This research outlines the Gartner Infrastructure – Network consensus model and framework definitions for IT cost management.

CONTENTS

- Scope
 - Figure 1: Network Framework
- General Information
- Service Definitions
- Network Workload

Windows Server Analysis

[IT Key Metrics Data 2023: Infrastructure Measures – Windows Server Analysis](#); Gartner RN# G00779725

This research contains high-level Windows Server spending efficiency and staff productivity benchmarks which should be used as part of a perennial cost and value optimization program. The published information includes data collected throughout 2022 from a global audience of CIOs and IT leaders.

CONTENTS

- Overview
 - Figure 1: Windows Server Summary

- Analysis
 - Figure 2: Annual Windows Server Spending per OS Instance
 - Figure 3: Windows Server Spending Distribution
 - Figure 4: Annual Salaries and Benefits spending per Windows Server FTE ('000 USD)
 - Figure 5: Windows Server FTE Distribution: Insourced vs. Contractor
 - Figure 6: OS Instances Supported per Windows Server FTE
 - Figure 7: Windows Server Instances Distribution: On-Premise Versus Cloud
- Evidence
 - Figure 8: Windows Server Data Demographics: By Environment Size

Linux x86 Server Analysis

[IT Key Metrics Data 2023: Infrastructure Measures – Linux x86 Server Analysis](#); Gartner
RN# G00779726

This research contains high-level Linux x86 Server spending efficiency and staff productivity benchmarks which should be used as part of a perennial cost and value optimization program. The published information includes data collected throughout 2022 from a global audience of CIOs and IT leaders.

CONTENTS

- Overview
 - Figure 1: Linux x86 Server Summary

- Analysis
 - Figure 2: Annual Linux x86 Server Spending per OS Instance
 - Figure 3: Linux x86 Server Spending Distribution
 - Figure 4: Annual Salaries and Benefits spending per Linux x86 Server Server FTE ('000 USD)
 - Figure 5: Linux x86 Server Server FTE Distribution: Insourced vs. Contractor
 - Figure 6: OS Instances Supported per Linux x86 Server Server FTE
 - Figure 7: Linux x86 Server Server Instances Distribution: On-Premise Versus Cloud
- Evidence
 - Figure 8: Linux x86 Server Data Demographics: By Environment Size

UNIX Server Analysis

[IT Key Metrics Data 2023: Infrastructure Measures – UNIX Server Analysis](#); Gartner RN# G00779727

This research contains high-level UNIX Server spending efficiency and staff productivity benchmarks which should be used as part of a perennial cost and value optimization program. The published information includes data collected throughout 2022 from a global audience of CIOs and IT leaders.

CONTENTS

- Overview
 - Figure 1: UNIX Server Summary

- Analysis
 - Figure 2: Annual UNIX Server Spending per OS Instance
 - Figure 3: UNIX Server Spending Distribution
 - Figure 4: Annual Salaries and Benefits spending per UNIX Server Server FTE ('000 USD)
 - Figure 5: UNIX Server Server FTE Distribution: Insourced vs. Contractor
 - Figure 6: OS Instances Supported per UNIX Server Server FTE
- Evidence
 - Figure 7: UNIX Server Data Demographics: By Environment Size

Mainframe Analysis

[IT Key Metrics Data 2023: Infrastructure Measures – Mainframe Analysis](#); Gartner RN# G00779728

This research contains high-level Mainframe spending efficiency and staff productivity benchmarks which should be used as part of a perennial cost and value optimization program. The published information includes data collected throughout 2022 from a global audience of CIOs and IT leaders.

CONTENTS

- Overview
 - Figure 1: Mainframe Summary

- Analysis
 - Figure 2: Annual Mainframe Spending per Installed MIPS (USD)
 - Figure 3: Mainframe Spending Distribution
 - Figure 4: Annual Salaries and Benefits Spending per Mainframe FTE ('000 USD)
 - Figure 5: Mainframe FTEs: Insourced vs. Contractor
 - Figure 6: Installed MIPS Supported per Mainframe FTE
 - Figure 7: Mainframe Data Demographics: MIPS Distribution by Type
- Evidence
 - Figure 8: Mainframe Data Demographics: By Environment Size

Storage Analysis

[IT Key Metrics Data 2023: Infrastructure Measures – Storage Analysis](#); Gartner RN# G00779729

This research contains high-level Storage spending efficiency and staff productivity benchmarks which should be used as part of a perennial cost and value optimization program. The published information includes data collected throughout 2022 from a global audience of CIOs and IT leaders.

CONTENTS

- Overview
 - Figure 1: Storage Summary

- Analysis
 - Figure 2: Annual Storage Spending per Raw Configured TB (USD)
 - Figure 3: Storage Spending Distribution
 - Figure 4: Annual Salaries and Benefits Spending per Storage FTE ('000 USD)
 - Figure 5: Storage FTEs: Insourced vs. Contractor
 - Figure 6: Raw Configured TBs Supported per Storage FTE
 - Figure 7: Storage Raw Configured TBs Distribution: On-Premise Versus Cloud
- Evidence
 - Figure 8: Storage Data Demographics: By Environment Size

Network Analysis

[IT Key Metrics Data 2023: Infrastructure Measures – Network Analysis](#); Gartner RN# G00779730

This research contains high-level Network spending efficiency and staff productivity benchmarks which should be used as part of a perennial cost and value optimization program. The published information includes data collected throughout 2022 from a global audience of CIOs and IT leaders.

CONTENTS

- Overview
 - Figure 1: Network Summary

- Analysis
 - Figure 2: Annual Network Spending per User (USD)
 - Figure 3: Network Spending Distribution
 - Figure 4: Salaries and Benefits Cost per Network FTE ('000 USD))
 - Figure 5: Network FTEs: Insourced vs. Contractor
 - Figure 6: Users Supported per Network FTE
- Evidence
 - Figure 7: Network Data Demographics: By Environment Size

IT Key Metrics Data 2023: End-User Services Measures Documents

End-User Services Measures — Executive Summary

[IT Key Metrics Data 2023: End-User Services Measures — Executive Summary](#); Gartner
RN# G00779731

This research provides an overall summary of the End-User Services Measures from the IT Key Metrics Data 2023 report series.

CONTENTS

- Introduction to End-User Services Benchmarking
 - Figure 1: 4-Step process to Identify Opportunities for Smarter Spending
 - Figure 2: Technical Cost Management View
 - Figure 3: End-User Services Spending as a Percent of Total IT Spending
 - Figure 4: End-User Services Spending as a Percent of Total IT Spending by Industry
 - Figure 5: End-User Services FTEs as a Percent of Total IT FTEs
 - Figure 6: End-User Services FTEs as a Percent of Total IT FTEs by Industry
 - Figure 7: Annual End-User Services Unit Cost per Workload Type
 - Figure 8: End-User Services FTE Productivity per Workload Type

- Demographics

Practitioners Guide to Establish a Baseline

[IT Key Metrics Data 2023: Infrastructure Measures – Practitioners Guide to Establish a Baseline](#); Gartner RN# G00779732

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.

CONTENTS

- How Does the ITBudget Tool Help?
- How Does It Work?
- How Difficult Will It Be?
- Summary of Results

Digital Workplace Services Framework Definitions

[IT Key Metrics Data 2023: Infrastructure Measures – Digital Workplace Services Framework Definitions](#); Gartner RN# G00779734

This research outlines the Gartner End-User Services — Digital Workplace Services consensus model and framework definitions for IT cost management.

CONTENTS

- Scope
 - Figure 1: Digital Workplace Services Framework
- General Information
- Service Definitions
- Workload

Digital Workplace Services Analysis

[IT Key Metrics Data 2023: Infrastructure Measures — Digital Workplace Services Analysis](#);
Gartner RN# G00779735

This research contains high-level Digital Workplace Services cost efficiency and support staff productivity benchmarks which should be used as part of a cost management program. Information provided was collected throughout 2022 from a global audience.

CONTENTS

- Overview
 - Figure 1: Storage Summary

- Analysis
 - Figure 2: Digital Workplace Services Spending as a Percent of Total IT Spending
 - Figure 3: Digital Workplace Services FTEs as a Percent of Total IT FTEs
 - Figure 4: Annual Digital Workplace Services Spending per End-User (USD)
 - Figure 5: Annual Digital Workplace Services Spending per Personal Computing Device (USD)
 - Figure 6: Digital Workplace Services Spending Distribution
 - Figure 7: Annual Salaries and Benefits Spending per Digital Workplace Services FTE ('000 USD)
 - Figure 8: Digital Workplace Services FTE Distribution: by Task
 - Figure 9: Digital Workplace Services FTE Distribution: Insourced vs Contractor
 - Figure 10: Total Personal Computing Devices per End-User
 - Figure 11: Personal Computing Device Distribution: by Hardware Type
 - Figure 12: Personal Computing Devices Supported per Digital Workplace Services FTE
 - Figure 13: End-Users Supported per Digital Workplace Services FTE
 - Figure 14: Software Spending Distribution: On-Premise Versus Software as a Service
- Evidence
 - Figure 15: Digital Workplace Services Data Distribution: By Environment Size

IT Service Desk Framework Definitions

[IT Key Metrics Data 2023: Infrastructure Measures – IT Service Desk Framework Definitions](#); Gartner RN# G00779737

This research outlines the Gartner End-User Services – IT Service Desk consensus model and framework definitions for IT cost management.

CONTENTS

- Scope
 - Figure 1: IT Service Desk Framework
- General Information
- Service Definitions
- Workload
- Service Level Achievements

IT Service Desk Analysis

[IT Key Metrics Data 2023: Infrastructure Measures –IT Service Desk Analysis](#); Gartner
RN# G00779738

This research contains high-level IT Service Desk cost efficiency and support staff productivity ratios. Information provided was collected throughout 2022 from a global audience.

CONTENTS

- Overview
 - Figure 1: IT Service Desk Summary

- Analysis
 - Figure 2: IT Service Desk Spending as a Percent of Total IT Spending
 - Figure 3: IT Service Desk FTEs as a Percent of Total IT FTEs
 - Figure 4: Annual IT Service Desk Spending per End-User (USD)
 - Figure 5: Annual IT Service Desk Spending per Contact (USD)
 - Figure 6: Annual IT Service Desk Spending per Agent-Handled Contact (USD)
 - Figure 7: IT Service Desk Spending Distribution
 - Figure 8: Annual Salaries and Benefits Spending per IT Service Desk FTE ('000 USD)
 - Figure 9: IT Service Desk FTE Distribution: Insourced vs. Contractor
 - Figure 10: Total Contacts per End-User
 - Figure 11: Contacts: Handled vs. Self-service
 - Figure 12: Annual Agent-Handled Contacts per IT Service Desk FTE
 - Figure 13: First Contact Resolution Rate
 - Figure 14: Speed to Answer in Seconds
 - Figure 15: Transaction Time (Service + Wrap-Up) in Seconds
 - Figure 16: Call Abandonment Rate
- Evidence
 - Figure 17: IT Service Desk Data Demographics: By Environment Size

IT Key Metrics Data 2023: Applications Measures Documents

Practitioners Guide to Establish a Baseline

[IT Key Metrics Data 2023: Applications Measures – Practitioners Guide to Establish a Baseline](#); Gartner RN: G00779739

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

CONTENTS

- How Does the ITBudget Tool Help?
- How Does It Work?
- How Difficult Will It Be?
- Summary of Results

Framework Definitions

[IT Key Metrics Data 2023: Applications Measures – Framework Definitions](#); Gartner RN# G00779741

This research outlines the Gartner Applications consensus model and framework definitions for IT cost management.

CONTENTS

- Scope
 - Figure 1: Applications Framework
- General Information
- Service Definitions
- Grouping Application Assets into Development and Support
 - Figure 2: Applications Spending Grouped by Sub-Function
 - Figure 3: Applications Staff Distributions by Source/Role/Activity
- Business Application Distribution
- Practices
- Insight Into the Applications Portfolio

Applications Analysis

[IT Key Metrics Data 2023: Applications Measures — Analysis](#); Gartner RN# G00779742

This research contains high-level IT Applications spending and staff efficiency metrics which should be used as part of a perennial cost and value optimization program. The published information includes data collected throughout 2022 from a global audience of CIOs and IT leaders.

CONTENTS

- Overview
 - Figure 1: Applications Summary

- Analysis
 - Figure 2: Applications Spending as a Percent of Total IT Spending
 - Figure 3: Applications Spending Distribution: Development Versus Support
 - Figure 4: Applications FTEs as Percent of Total IT FTEs
 - Figure 5: Annual Salaries and Benefits spending per Applications FTE ('000 USD)
 - Figure 6: Applications FTE Distribution: Insourced Versus Contractors
 - Figure 7: Applications FTE Distribution: Development Versus Support
 - Figure 8: Applications FTE Distribution: Development Versus Support by Industry
 - Figure 9: Application Budget Distribution by Application Type
 - Figure 10: Applications Spending Distribution by Asset Type
 - Figure 11: Applications Software Spending Distribution
 - Figure 12: Applications External Services Spending Distribution: Development Versus Support
 - Figure 13: Applications Development External Services Spending Distribution
 - Figure 14: Applications Support External Services Spending Distribution
 - Figure 15: Applications FTE Distribution by Role
 - Figure 16: Applications FTE Distribution by Activity
 - Figure 17: Applications FTE Effort Distribution by Project Management Methodology
 - Figure 18: Applications FTE Effort Distribution: Product vs. Project Approach
- Evidence
 - Figure 19: Applications Data Demographics by Revenue Size

IT Key Metrics Data 2023: IT Security Measures Documents

Practitioners Guide to Establish a Baseline

[IT Key Metrics Data 2023: IT Security Measures – Practitioners Guide to Establish a Baseline](#); Gartner RN# G00779743

Use the IT Key Metrics Data IT Security comparison tool to evaluate your organization versus the published Gartner content to assist with fact-based decisions and drive improved business value.

CONTENTS

- How Does the IT Budget Tool Help?
- How Does It Work?
- How Difficult Will It Be?
- Summary of Results

Framework Definitions

[IT Key Metrics Data 2023: IT Security Measures – Framework Definitions](#); Gartner RN# G00779745

This document defines the Gartner Benchmark Analytics IT Security consensus model as well as framework definitions leveraged by 2023 IT Key Metrics Data IT Security measures research.

CONTENTS

- Overview
 - Figure 1: Security Framework
 - Figure 2: Consensus Model
- General Information
- IT Operational Infrastructure Security
- Vulnerability Management and Security Analytics
- Application Security

- Governance, Risk, and Compliance Management
- IT Security Spending Distribution by Asset Class

Security Analysis

[IT Key Metrics Data 2023: IT Security Measures – Analysis](#); Gartner RN# G00779671

This research contains high-level IT Security cost efficiency and staff productivity benchmarks which should be used as part of a perennial cost and value optimization program. The published information derives from data collected throughout 2022 from a global audience of CIOs and IT leaders. Key cost and support distributions as well as metrics based on industry segments are also included.

CONTENTS

- Overview
 - Figure 1: Executive Summary for IT Security

- Analysis
 - Figure 2: IT Security Spending as a Percent of Total IT Spending
 - Figure 3: IT Security Spending as a Percent of Total IT Spending, by Industry
 - Figure 4: IT Security Spending per Employee (USD)
 - Figure 5: IT Security Spending per Employee, by Industry
 - Figure 6: IT Security Spending per Thousand Dollars of Revenue
 - Figure 7: IT Security Spending per Thousand Dollars of Revenue, by Industry
 - Figure 8: IT Security Spending by Operation
 - Figure 9: IT Security Spending by Operation, by Industry
 - Figure 10: Distribution of IT Security Spending by Asset Class
 - Figure 11: Distribution of IT Security Spending by Asset Class, by Industry
 - Figure 12: Distribution of Operational Infrastructure Security Spending by Task
 - Figure 13: Distribution of Operational Infrastructure Security Spending by Task, by Industry
 - Figure 14: IT Security FTEs as a Percent of Total IT FTEs
 - Figure 15: IT Security FTEs as a Percent of Total IT FTEs, by Industry
 - Figure 16: IT Security Staffing by Operation
 - Figure 17: IT Security Staffing by Operation, by Industry
 - Figure 18: Distribution of Operational Infrastructure Security Staffing by Task
 - Figure 19: Distribution of Operational Infrastructure Security Staffing by Task, by Industry
 - Figure 20: IT Spending & Staffing Projections

- Evidence
 - Figure 21: Distribution of IT Security Data by Business Scale: Revenue Size
 - Figure 22: Distribution of IT Security Data, by Industry

Notes:

To learn more about Gartner Benchmark Analytics contact your account executive or [email](#) us.

Document Revision History

[IT Key Metrics Data 2022: Index of Published Documents and Metrics - 16 December 2021](#)

[IT Key Metrics Data 2021: Index of Published Documents and Metrics - 18 December 2020](#)

© 2023 Gartner, Inc. and/or its affiliates. All rights reserved. Gartner is a registered trademark of Gartner, Inc. and its affiliates. This publication may not be reproduced or distributed in any form without Gartner's prior written permission. It consists of the opinions of Gartner's research organization, which should not be construed as statements of fact. While the information contained in this publication has been obtained from sources believed to be reliable, Gartner disclaims all warranties as to the accuracy, completeness or adequacy of such information. Although Gartner research may address legal and financial issues, Gartner does not provide legal or investment advice and its research should not be construed or used as such. Your access and use of this publication are governed by [Gartner's Usage Policy](#). Gartner prides itself on its reputation for independence and objectivity. Its research is produced independently by its research organization without input or influence from any third party. For further information, see "[Guiding Principles on Independence and Objectivity](#)."