



IT Spending Snapshot

Helpful Hint: To assist in answering questions, you may wish to print out the survey since you will not be able to select the browser's back button to change your selections.

* required fields

1. Contact Information

First Name*

Family/Last Name*

Job Title*

Company Name*

Street/Mailing Address*

City*

State/County*

Country*

Zip Code/Postal Code*

Phone Number*

E-mail*

2. Which of the following industry classifications best describes your company's line of business?*

3. If you selected a form of 'Other' above, please specify.

4. Will your IT spending answers reflect figures for the entire enterprise or single business unit?*

Enterprise

Business Unit

5. How would you characterize the IT adoption profile of your enterprise or business area?*

Type A - leading edge - We compete at the cutting edge of innovation, using IT as a weapon. We have management commitment and funding.

Type C - conservative - We compete on the thin edge of cost margin or economies of scale. Management regards IT primarily as a tool for reducing costs.

Type B - mainstream - We use IT to improve productivity, product quality and customer service, but we generally do not use it to compete on price or innovation.

Current Business Metrics 2001

The answers to the following questions can be obtained from the **2001** business metrics information available in most enterprises in the finance or IT departments. Depending on your level of comfort, provide estimates rather than actual figures.

Instructions for Current Business Metric questions: All costs must be in US dollars and entered as a numeric value with no

punctuation (i.e., 100000 for \$100,000).

6. Total Gross Revenue*
Banks: use net fee and interest income.
Insurance: use gross premium and other income.
Government and nonprofit: use enterprise operating budget.

7. Total IT Budget*
 Include IT operating expenses, which are hardware (to include depreciation), software (to include amortization), internal staff, external services providers, voice and data communication charges, facilities expenses, other expenses, and expenses charged back to business units/users.

8. Total IT Capital Budget*
 Funds for IT capital assets that are depreciated or amortized upon purchase.

9. Total Number of Employees*

10. Total Number of End Users Supported*
 Include the total number of employees who use a PC device.

11. Total Number of End User Computing Devices Supported*
 Include enterprise desktop computers, notebook computers, personal computers, remote workstations, etc.

12. Total IT Workforce both Internal & External*

Instructions for the following question: Enter a numeric value as a percentage with no punctuation (i.e. 20 for 20%)

13. Hidden IT Spending Estimate*
 Considering the total IT budget and IT capital budget, estimate what percent more (above and beyond) is spent outside the IT budget and not reported in the figures you have provided.

IT Budget Distribution by Resource Category

Instructions for the following question: Enter a numeric value as a percentage with no punctuation (i.e. 20 for 20%). Total must equal 100%.

- 14. Distribute the IT budget by resource** (Total must equal 100%)
- | | Percent |
|--|----------------------|
| Hardware - Includes lease expense, depreciation, new purchase, support and maintenance fees. | <input type="text"/> |
| Software - Includes license charges, support and maintenance fees, new purchases and one-time fees, software amortization/depreciation. | <input type="text"/> |
| Internal Staff - Salary and benefits. Includes development personnel, production/operations personnel, admin/IT mgmt/other personnel, HR/training/recruitment personnel. | <input type="text"/> |
| External Service Providers - Includes consulting, systems integration, contractors/supplemental staff, outsourcing, other services. | <input type="text"/> |
| Voice Communications Charges - This includes all EXTERNAL VENDOR long-distance voice network charges paid to the inter-exchange or local-exchange carriers (e.g., virtual network), as well as the pro-rated cost of internally managed networks that are carrying voice traffic (e.g., private network). Please do not include the hardware, software or internal staff associated with these charges. | <input type="text"/> |
| Wide-Area Data Network Communications Charges - This includes all EXTERNAL VENDOR charges incurred in the provisioning of wide-area (non-LAN) data network communications | <input type="text"/> |

and encompasses both hierarchical and multiprotocol network components. Please do not include the hardware, software or internal staff associated with these charges.

Facilities - Include costs for floor space, electricity, gas, water, rent, etc.

Other (not listed above)

IT Budget Distribution by Activity/Function

Instructions for the following question: Enter a numeric value as a percentage with no punctuation (i.e. 20 for 20%). Total must equal 100%.

15. Distribute the IT budget by Activity/Function (Total must equal 100%)

New Development/Enhancement - New Development: code generated in the creation of new applications. Enhancement: changes made to existing applications to provide the users with additional capabilities from a business point of view that were not present before.

Application Maint/Support - Bug fixes, maintenance of hard-coded data or tables (including field size changes), embedded within the programs and any additional projects that produce no new functionality to the user.

Infrastructure - support for mainframe, servers, desktops, help desk, networks and voice mail.

Admin - all administrative activities and functions

Other (not listed above)

Percent

IT Workforce Funding

Instructions for the following question: Enter a numeric value as a percentage with no punctuation (i.e. 20 for 20%). Total must equal 100%. If unsure about decentralized IT workforce, please provide estimates.

16. Distribute the percent of workforce that is internal vs. external (ESP) against whether those staff are funded centrally or via business unit budgets (Total must equal 100%)

Internal IT Workforce - Central IT Budget Funded - include headcount attributable to all internal expenses.

External IT Workforce - Central IT Budget Funded - include consultants, systems integrators, contractors, supplemental staff, outsourcers, and staff at the outsourcers location.

Internal IT Workforce - Business Unit Funded - include headcount attributable to all internal expenses.

External IT Workforce - Business Unit Funded - include consultants, systems integrators, contractors, supplemental staff, outsourcers, and staff at the outsourcers location.

Percent

IT Budget for Business and Technology Initiatives

First, provide the percent of IT budget for the business and technology initiatives. Second, provide the percent of business and technology initiative costs that are sourced externally (to services providers) FROM the percentage of IT Budget devoted to these business and technology initiatives (answer to previous question). Example: First, Percent of IT Budget for CRM = 5. Second, Percent of CRM Cost that are External = 47. (Meaning, 5% of the total IT budget is spent on CRM and of that 47% is sourced externally.)

Instructions for IT Budget for Business and Technology Initiative questions: Enter a numeric value as a percentage with no punctuation (i.e. 20 for 20%).

ERP/SCM

(enterprise resource planning) A business strategy or an integrated application software suite that integrates manufacturing, financial and distribution functions to dynamically balance and optimize the enterprise's resources.

(supply chain management) The process of optimizing the delivery of goods, services and information from supplier to customer.

17. **First, Percent of IT Budget for ERP/SCM**

18. **Second, Percent of ERP/SCM Costs that are External (from previous question)**

CRM *(customer relationship management)*

A business strategy designed to organize the enterprise around customer segments, foster customer-centric behavior and link business processes from customers through suppliers.

19. **First, Percent of IT Budget for CRM**

20. **Second, Percent of CRM Costs that are External (from previous question)**

E-Commerce *(electronic commerce)*

The use of communication technologies to transmit business information and transact business.

21. **First, Percent of IT Budget for E-Commerce**

22. **Second, Percent of E-Commerce Costs that are External (from previous question)**

Wireless

IT spending includes the costs associated with "wireless" connectivity to include associated devices (cell phones, PDAs, HPCs, pagers, etc.); service charges (monthly service charges, additional minutes charges, long distance charges and optional services (conference calling, caller ID, voicemail, etc.)); and the internal infrastructure necessary to manage and provide these services.

23. **First, Percent of IT Budget for Wireless**

24. **Second, Percent of Wireless Costs that are External (from previous question)**

IT Infrastructure

The underlying technological components that constitute an organization's systems architecture (components include: hardware, operating system, network, database, development environment, user interface and application).

25. **First, Percent of IT Budget for IT Infrastructure**

26. **Second, Percent of IT Infrastructure costs that are External (from previous question)**

Other Information

27. **Are you currently a Gartner client?***

Yes

No

28. **May a Gartner Analyst contact you to discuss this survey?***

Yes

No



29. May an Account Executive contact you to discuss your specific Measurement requirements?*



Yes



No

To **SUBMIT** your answers click the **NEXT** button.

You **CANNOT** come **BACK** to change these answers once you click **NEXT**.

NEXT