



IT Staffing 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 staffing answers reflect figures for the entire enterprise or a 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.

2001 Environment Supported

The information requested in this section provides a high level profile of the environment supported in 2001 by the IT Workforce for which you will provide headcount, distribution and organizational data in this survey. Please make sure that you are only providing workload that is supported by the IT Workforce.

Instructions for Environment Supported questions: Enter a numeric value with no punctuation (e.g., enter 10000 for 10,000).

6. Total Number of Employees*

Include "virtual employees" (e.g., contractors, manufacturers sales reps., etc.) who are not on the payroll, but nevertheless must be supported. Also include the IT Workforce in this count.

7. Total Number of End Users Supported*

Include the total number of employees who use a PC device.

8. Total Number of Significant Locations Supported*

Please account for campus environments as one location and exclude 'work at home' offices.

9. Total Number of End User Computing Devices Supported*

Include enterprise desktop computers, notebook computers, personal computers, remote workstations, etc.

IT Workforce

Instructions for the following question: Enter a numeric value with no punctuation (e.g., enter 1500 for 1,500).

10. Total IT Workforce Headcount - Internal and External*

Include IT staff and known IT experts who support end users and technology in the business units. External service providers (ESP) include consultants, systems integrators, contractors, supplemental staff, outsourcers, and staff at the outsourcers location.

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

11. IT Workforce Headcount Distribution by Source*

Distribute the percent of workforce that is internal vs. external (ESP) against whether those staff are funded centrally or via business unit budgets. If unsure about decentralized IT workforce, please provide estimates.

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

Percent

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

Instructions for the following question: Enter a numeric value as a percentage with no punctuation (i.e., 20 for 20%). Total must equal 100%. Since there are 13 categories, it may be helpful to think in 8% increments as an even distribution and then adjust accordingly.

12. IT Workforce Headcount Distribution by Function*

Applications 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. Please exclude all development DBA activities.

Percent

Applications Maintenance - 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.

Database Administration (Development Related) - DBAs involved in database architecture design associated with applications development efforts.

Database Administration (Production / Operations) - DBAs involved in supporting the physical databases once they have been moved into production.

Mainframes and Centrally Managed Servers (Production / Operations) - Support for centrally managed computing platforms (i.e., mainframes and all midrange platforms). Excludes support for all desktop / laptop clients and servers managed de-centrally within the business units. Please exclude all Production / Operations DBA functions.

De-centrally Managed Servers and Desktop Support (Production / Operations) - Support for de-centrally managed computing platforms (i.e., business unit managed servers), desktops, laptops, printers, peripherals (e.g., break/fix).

Customer Service - Centralized Help Desk (Production / Operations) - Includes only the remote inquiry handling functions of the centralized service desk. Dispatch to second level support groups for break / fix is excluded, as this is picked up under De-centrally Managed Servers and Desktop Support.

Customer Service - Relationship Managers / Account Reps - Customer-facing activities that help manage customer relationships and provide assistance with service issues. Includes customer communication, internal marketing of IS, satisfaction surveying, requirements management, configuration control boards.

Networks / Communications (Production / Operations) - Provisioning of all local / wide area voice and data network services (including video, cellular, radio and wireless technologies).

Technology Planning and Process Management - Activities related to the planning for and management of current and future technology needs and the establishment of policies and processes relating to technology (e.g., R&D, advanced technologies evaluation, architectural design, standards development).

Education / Training - Support dedicated to training IT staff and end-users.

General Administration - Recurring activities required to keep the IS organization operational and effective, including **IS Admin** (e.g., CIOs/ managers with no direct involvement in day-to-day IS tasks whose primary activities are personnel management and strategic decision making), **Corporate Admin** (e.g., finance, legal and human resource activities) and **Occupancy Admin** (support for the physical space inhabited by systems).

All Other IT Workforce - If you have IT headcount that you believe does not map to the categories listed above, please enter it here.

IT Workforce Organization - Employees per Supervisor/Manager Ratios

Instructions for IT Workforce Organization questions: Provide the average number of workers per one direct supervisor or manager for each of the categories as defined in the 'IT Workforce Headcount Distribution by Function' question above. Enter a numeric value with no punctuation. Estimates are acceptable.

13. Applications Development / Enhancement

14. Applications Maintenance

15. Database Administration (Development Related)

16. Database Administration (Production / Operations)

17. Mainframes and Centrally Managed Servers (Production / Operations)

18. De-centrally Managed Servers and Desktop Support (Production / Operations)

-
19. **Customer Service - Centralized Help Desk (Production / Operations)**
-
20. **Customer Service - Relationship Managers / Account Reps**
-
21. **Networks / Communications (Production / Operations)**
-
22. **Technology Planning and Process Management**
-
23. **Education / Training**
-

Attrition Rates

Instructions for Attrition Rates questions: Attrition should only include internal IT Workforce Headcount that left the company, either voluntarily or through terminations. Promotions to another part of the company that result in departmental vacancies should not be included. Enter a numeric value as a percentage with no punctuation (i.e., 20 for 20%).

-
24. **Annual Attrition Rate for Applications Development/Enhancement IT Workforce**
-
25. **Annual Attrition Rate for All Production / Operations IT Workforce**
Only include Database Admin, Mainframe and Centrally Managed Servers, De-centrally Managed Servers and Desktop Support, Customer Service - Centralized Help Desk, Networks/Communications.
-

Average Annual Compensation

Instructions for Average Annual Compensation questions: Fully burdened compensation should include salary, benefits, travel, training and bonus incentives, but exclude stock options. All costs must be in US Dollars and entered as a numeric value with no punctuation (i.e., 95000 for \$95,000).

-
26. **Average Fully Burdened Compensation for Applications Development/Enhancement IT Workforce**
-
27. **Average Fully Burdened Compensation for All Production / Operations IT Workforce**
-

Other Information

Instructions for the next three questions: Enter a numeric value with no punctuation.

-
28. **Number of Direct Reports Per CIO**
-
29. **Number of Direct Reports Per CTO**
-
30. **Total Number of IT Project Managers**
Includes Project Management headcount for both Applications Development and Infrastructure projects.
-

Instructions for the next two questions: The following two questions are requesting information about internal Key Performance

Indicators (KPIs) that may be used to track performance within your organization today. Examples may include IT Cost Per Transaction for Financial Services or IT Cost Per Procedure for Healthcare, etc. Please enter your answers in text format.

31. **Name of Internal Key Performance Indicator (KPI)**

(e.g., IT as a Percentage of Revenue)

32. **Example of Recent KPI Result**

(e.g., IT as a Percentage of Revenue = 6%)

33. **Are you currently a Gartner Client?***

Yes

No

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

Yes

No

35. **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