

Stark Industries, Inc.

108 Respondents

# IT Org. Design & Staffing Assessment

Handed over by:



# IT Staffing Assessment

Make IT a corporate powerhouse by improving your ability to grow, deploy, and manage your team.



## Communicate & Justify IT's Headcount

Demonstrate the relationship between staffing levels and IT performance.



## Reallocate Staff Against Key Service Areas

Address misalignment between the priority of each service area and its staffing level.



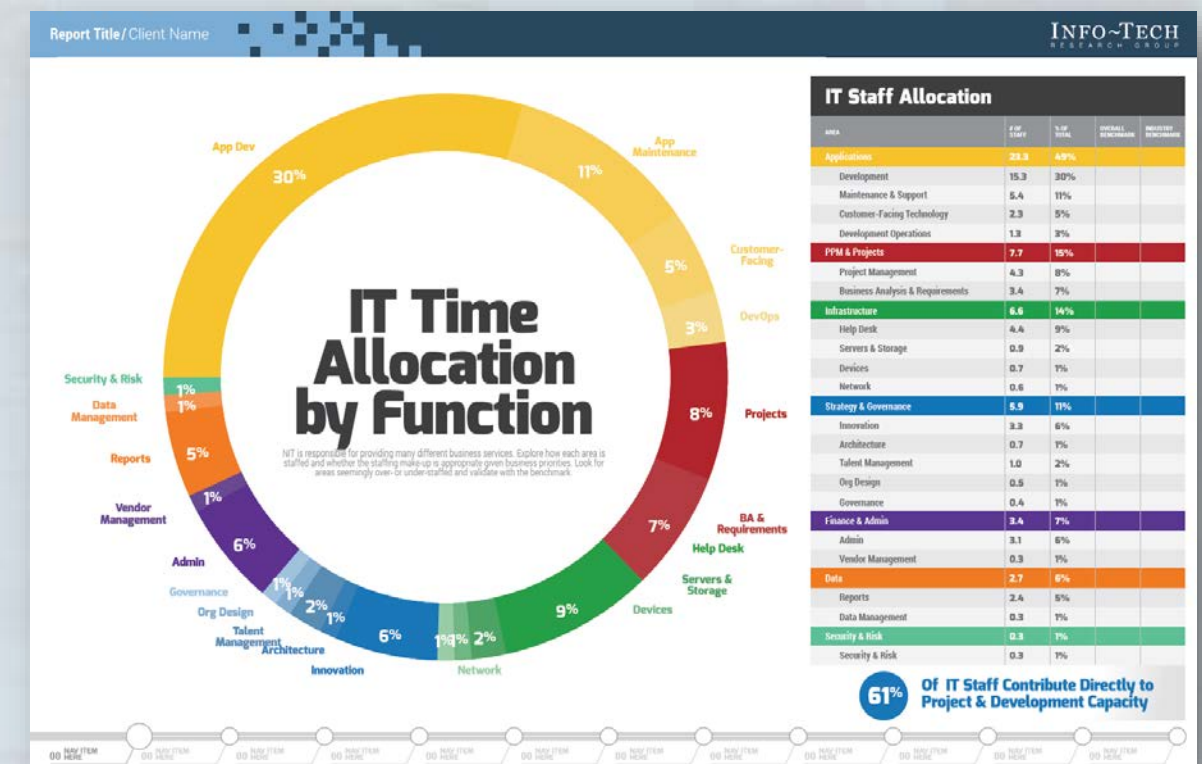
## Identify Low Value Activities & Wasted Time

Evaluate where time can be reclaimed from administrative activities and time sinks.







## Engage Your Team on How to Improve IT

Manage teams better by gathering feedback about how your staff want to be managed across the 7 drivers of effective teams.



# IT Staffing Assessment

Make IT a corporate powerhouse by improving your ability to grow, deploy, and manage your team.

	1	<b>Communicate &amp; Justify IT Staffing levels</b>	Visualize which IT functions your team is and isn't working on.	Demonstrate the relationship between staffing levels and IT performance.	See your key staffing metrics at a glance and how they compare against your peers across over 4000 organizations.
	2	<b>Redeploy Staff Against Key Service Areas</b>	Address misalignment between the priority of each service area and its staffing level.	Determine if performance issues are caused by lack of staff, or poor execution	Uncover under/overstaffed areas and validate against benchmarks.
	3	<b>Identify Low Value Activities &amp; Wasted Time</b>	Evaluate resource time spent on high value vs low value activities.	Identify IT areas where a disproportionate amount of time is spent on meetings, emails, and low value work.	Reduce wasteful activities to create more time for productive work and improvement initiatives.
	4	<b>Engage Your Team on How to Improve IT</b>	Assess effectiveness across 7 drivers, including process, technology, and team skills, to determine which improvements to focus on.	Get staff feedback on improvement ideas, using a stop/start/continue framework/	Use our templates to create a targeted improvement plan for each IT function.

## Stark Industries, Inc.

# Table of Contents

Staffing Overview	3
Time Allocation by Function	4
Staffing vs. Effectiveness	5
Staff Allocation Worksheet	6
Time Allocation by Activity	7
Time Allocation by Function & People	8
Function Effectiveness	9
Top Team Suggestions	10
Department Forecast Exercise	15
Function Scorecards	18

## How to Use this Scorecard

The IT Org. Design & Staffing is designed to help you understand, assess and improve key IT staffing and organizational design issues. Instructions on each page will help you understand the data and what you can do with it.

Once you have consumed the report yourself, Info-Tech recommends the following discretionary steps:

- 1. Share Results with Your IT Teams**  
 Walk through this report with your team. Cover overall results and key areas, encouraging them to review the full report if interested. Beyond understanding the data, communicating the importance of measuring and improving business satisfaction with IT is critical.
- 2. Communicate Results and Planned Action with Business Leaders**  
 Share this report with executives or the management stakeholder (group) ultimately concerned with the effective use of organization data. Highlight key issue areas, proposed solutions, and get direction on goals and issues to address.
- 3. Determine Key IT Functions and Effectiveness Drivers to Target**  
 Using the data, management preferences, and input from your team, determine where to focus improvement efforts.
- 4. Execute Targeted IT Improvements and Staff Reallocations**  
 Pull together improvement initiatives from your team, executives, and stakeholders. Create plans for undertaking them and have your team begin to execute them.
- 5. Repeat this Program as Needed**  
 Complete this program annually or as desired to measure and communicate improvement, as well as receive ongoing feedback.



# IT DEPARTMENT Staffing Overview

See your Key Staffing Metrics at a glance and how they compare against your peers.

Use this data to determine whether you are in line with benchmarks and if/how to course-correct.

Peer benchmarks are based on data from over 4,000 participating organizations so we can provide meaningful results relevant to your organization.

The left column focuses on high level staff and budget ratios to provide visibility as well as an assessment of appropriateness based on benchmarking data.

The right column focuses on IT's management structure, including span of control, seniority ratios and experience ratios. Use these to determine if more managers or experienced hires are appropriate.

The following data represents a summary of your IT staffing situation as compared with the Info-Tech benchmark. See if you're over or underperforming the benchmark. Your data is based on direct question answers by the survey administrator as well as averaging individual responses from your IT staff.

Total IT Budget as % of Revenue	IT Staff as % of Supported Users
<p><b>0.6%</b></p> <p>Industry Median <b>1.6%</b></p> <p><b>1.0% Under</b></p>	<p><b>1.4%</b></p> <p>Industry Median <b>2.1%</b></p> <p><b>0.7% Under</b></p>

## Stark Industries, Inc. IT Department

Total # of IT Employees	166
IT Managers/Leaders	38
# of FTE Focused on Strategy	63

Company Revenue	\$8,200,000,000
IT Budget	\$50,000,000

# Users Supported	12,000
Average Experience	15.6 Years

IT Salary as % of Operating Budget	% of IT Outsourced
<p><b>N/A%</b></p> <p>Industry Median <b>40%</b></p> <p><b>--.-% Under</b></p>	<p><b>25%</b></p> <p>Industry Median <b>10%</b></p> <p><b>15% Over</b></p>

Industry Benchmark: Large Manufacturing Companies (Revenue >\$1B)  
n = 56

## IT Management Profile



### Span of Control

Research suggests 4-7 direct reports is the optimal number for any manager. More than 7 is difficult to adequately manage while less than 4 may be inefficient. Use this data to determine if there are opportunities to reorganize management relationships.

DIRECT REPORTS	#	%	INDUSTRY BENCHMARK
0 Direct Reports	79	68%	--
1-3 Direct Reports	24	21%	--
4-7 Direct Reports	14	12%	--
8-10 Direct Reports	0	0%	--
11+ Direct Reports	0	0%	--

### Seniority of IT Staff

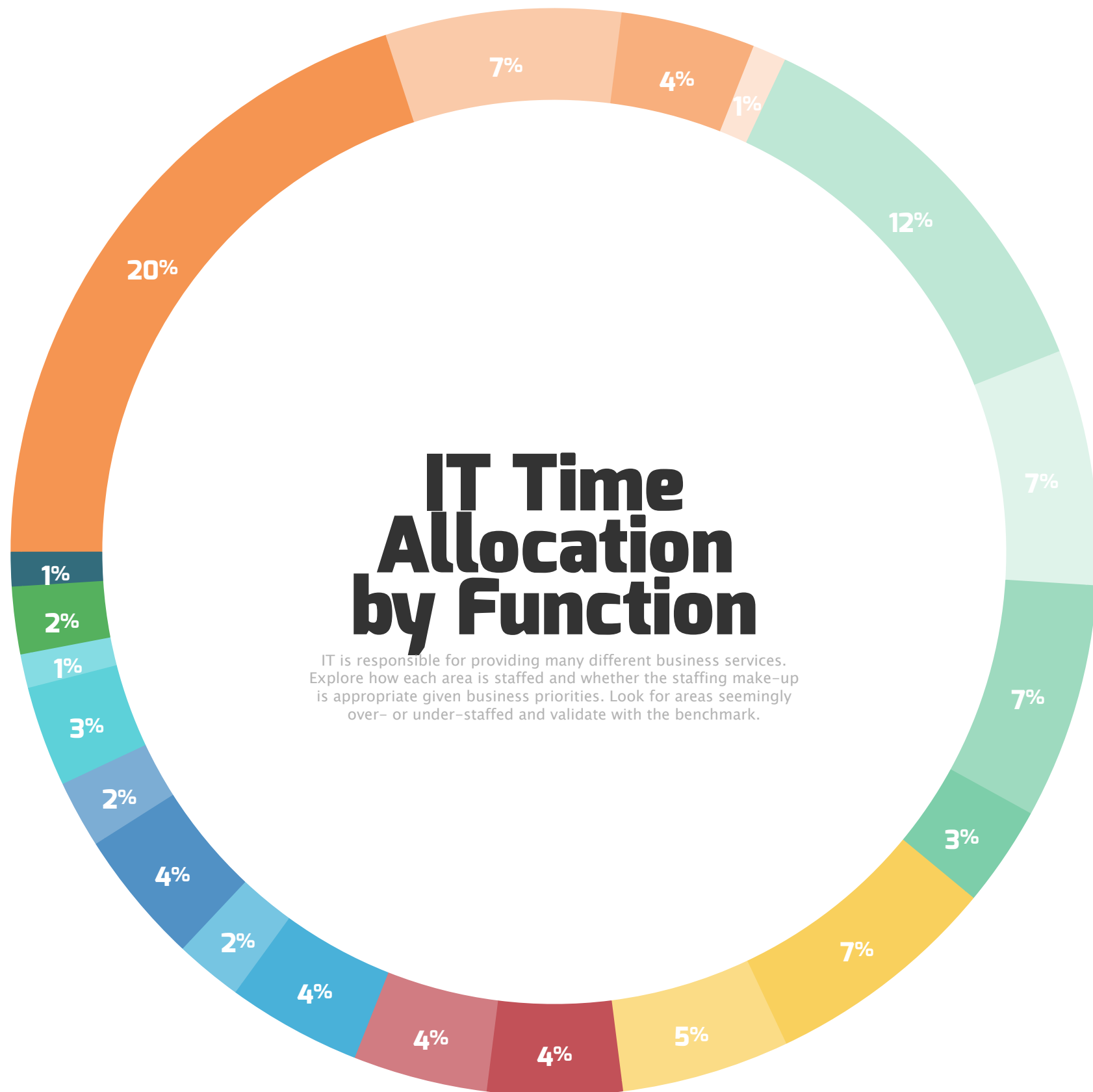
IT departments can suffer both from being too top-heavy and too bottom-heavy. Determine if your seniority profile is in line with your peers and appropriate for your organization, or if there are opportunities to make staffing changes.

SENIORITY	#	%	INDUSTRY BENCHMARK	Gap
C-Level	1	1%	13%	3% Under
VP	5	5%		
Director	5	5%		
Manager	22	20%	19%	1% Over
Front-Line	75	69%	67%	2% Over

### Years of IT Experience

Successful IT departments have employees with a range of experience. Determine if your department could benefit from adding senior or junior employees.

YEARS	#	%	INDUSTRY BENCHMARK	Gap
0-2 Years	11	10%	8%	2% Over
2-5 Years	7	6%	17%	11% Under
6-10 Years	12	11%	29%	18% Under
10+ Years	78	72%	47%	25% Over



### IT Staff Allocation

AREA	# OF STAFF	% OF TOTAL	OVERALL BENCHMARK	BENCHMARK
<b>Applications</b>	<b>34.5</b>	<b>32%</b>	--	--
Application Maintenance	21.2	20%	--	--
Customer-Facing Technology	8.4	7%	--	--
Application Development	4.5	4%	--	--
DevOps	0.4	1%	--	--
<b>Infrastructure and Operations</b>	<b>32.5</b>	<b>29%</b>	--	--
Service Desk	13.2	12%	--	--
Network & Telephony Infrastructure	7.6	7%	--	--
Device Management	8.1	7%	--	--
Servers, Storage & Data Center Ops	3.6	3%	--	--
<b>Projects &amp; PPM</b>	<b>12.7</b>	<b>12%</b>	--	--
Project Management	7.1	7%	--	--
Requirements	5.6	5%	--	--
<b>Data &amp; BI</b>	<b>8.8</b>	<b>8%</b>	--	--
Business Reports	4.8	4%	--	--
Data Management	4.0	4%	--	--
<b>Financial Management</b>	<b>6.3</b>	<b>6%</b>	--	--
IT Finance & Admin	3.9	4%	--	--
Vendor Management	2.4	2%	--	--
<b>Strategy &amp; Governance</b>	<b>6.1</b>	<b>6%</b>	--	--
IT Governance & Strategy	4.2	4%	--	--
Innovation	1.9	2%	--	--
<b>People &amp; Resources</b>	<b>4.4</b>	<b>4%</b>	--	--
Talent Management	3.1	3%	--	--
IT Org Design & Culture	1.3	1%	--	--
<b>Security &amp; Risk</b>	<b>1.7</b>	<b>2%</b>	--	--
Security	1.7	2%	--	--
<b>Service &amp; Architecture</b>	<b>1.0</b>	<b>1%</b>	--	--
IT Architecture	1.0	1%	--	--

**24%** Of IT Staff Contribute Directly to Project & Development Capacity

# BUILD A DATA-DRIVEN IT STRATEGY

**Make Informed IT Decisions by Starting Your Diagnostic Program Today!**

**<https://lean42.com/lean-packages/it-diagnostics/>**

Use our proven Diagnostocs Program - the simplest way to collect the data you need, turn it into actionable insights, and communicate with stakeholders across the organization.

# BUILD A DATA-DRIVEN IT STRATEGY

Use IT assessments to make data-driven IT strategy your most effective weapon.



CIO BUSINESS VISION



CIO-CEO ALIGNMENT  
DIAGNOSTIC



ASSESS CORE IT  
PROCESSES



IT STAFFING  
ASSESSMENT



APPLICATION PORTFOLIO  
ASSESSMENT



END USER SATISFACTION  
PROGRAM



PROJECT PORTFOLIO  
MANAGEMENT  
DIAGNOSTIC PROGRAM



IT SECURITY DIAGNOSTIC  
PROGRAM



DATA QUALITY  
SCORECARD

<https://lean42.com/lean-packages/it-diagnostics/>