

# IT Key Metrics Data

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- Why can't we use ITKMD for outsource contracting?
  - This offering was not designed, nor should it be used as a benchmark clause for setting contract pricing with vendors. Gartner has benchmark offerings specifically designed for benchmarking such contract arrangements being requested, known in the industry as Price Benchmarks.
  - Much of the ITKMD data are IT spends of internally supported organizations.
  - For those that are outsourced, ITKMD captures total spend of the outsourcing component, but not details below the total spend that ultimately impact and determine the price of such agreements between the parties. To use high level ITKMD data to set complex contract agreement pricing is inappropriate.