

2019 Midsize Enterprise (MSE) IT Performance Dashboard

Peer Benchmarks for the Most Critical IT Performance Metrics



Strategic Objectives

79% of MSEs have an initiative to make their business more digital.

n = 192^a

34% of MSEs are effective at making digital an integral part of business strategy.

n = 1,082^a

10% MSE IT spend to transform the business

19% MSE IT spend to grow the business

n = 1,160^b

Financial Maturity



MSE IT budget as a percentage of revenue
n = 1,160^a

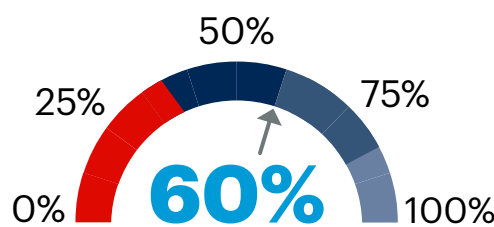
67% of MSEs have flexible budgets.

n = 85^a

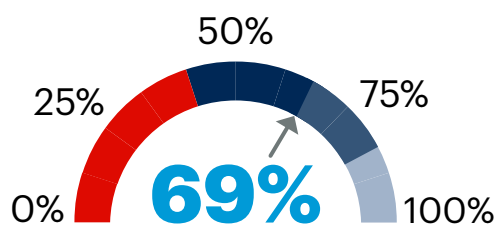


Annual MSE IT cost per user
n = 1,160^a

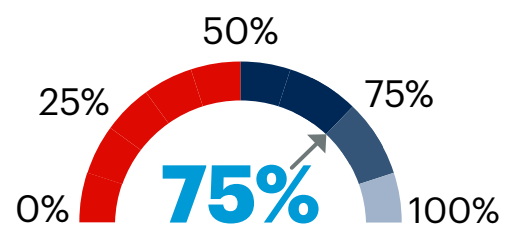
Project Performance



of MSE IT projects meet sponsor expectations.
n = 62^a



of MSE IT projects delivered on time.
n = 91^a

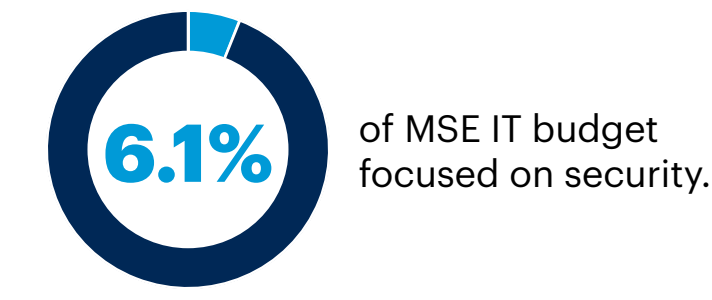


of MSE IT projects delivered on budget.
n = 62^a

7% of projects canceled before delivery.

n = 5,311^b

Risk and Security



n = 1,160^b

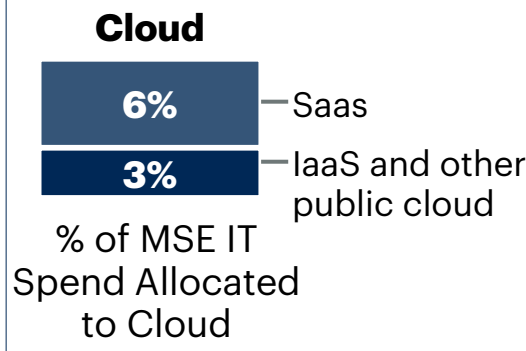
6% of total MSE IT FTEs are dedicated to security.

n = 1,160^b

Operational Excellence

37% of MSEs are investing in DevOps as part of a product-centric strategy.

n = 471^a



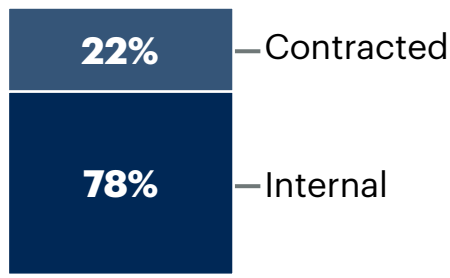
n = 1,160^b

19% of MSE IT spend is outsourced to third-party providers.

n = 1,160^a

Talent Management

Staffing Distribution



Percentage of MSE IT FTEs

n = 303^a



Percentage of MSEs Developing Existing IT Employees

n = 303^a

Customer Satisfaction



Median time to resolve ticket at MSEs
n = 96^a

50% Enterprisewide MSE projects for which IT acted as consultant or advisor

n = 133^a

15 MSE IT help desk requests received per user annually

n = 69^a

Sources:
2019 IT Key Metrics Data
2019 Gartner CIO Survey
2019 Gartner CEO Survey
2019 Gartner MSE Talent & Skills Survey
Gartner MSE Performance Dashboard
^a Median
^b Mean