



SCOTTSDALE INSTITUTE

COLLABORATION • EDUCATION • NETWORKING

IT Benchmarking Program – Raw vs. Normalized Example

Raw Data	Organization A	Organization B
IT Operating Expense	80,441,357	123,747,006
IT Op Exp as % of Org Op Exp	2.12%	3.45%
Users Supported per IT FTE	134.84	135.44
IT FTEs as % of Org FTEs	1.31%	1.84%
Normalized Data		
IT Operating Expense	80,096,120	82,040,723
IT Op Exp as % of Org Op Exp	2.11%	2.29%
Users Supported per IT FTE	134.20	161.73
IT FTEs as % of Org FTEs	1.31%	1.54%