

RAPID METRIC EXCHANGE

Presented by: The Information Management Forum

**The Information Management Forum
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Overview

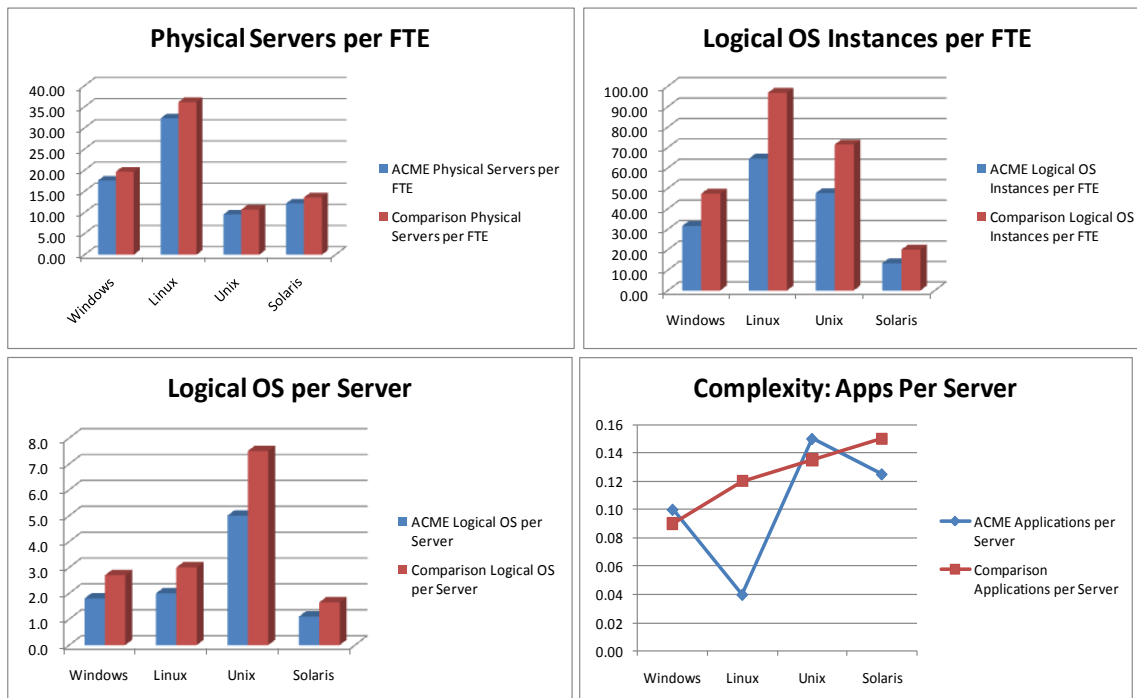
The IMF Rapid Metric Exchange (RME) is dedicated to quick studies (completed in a matter of weeks) that allow members to compare the leading indicators of their IT performance. These studies are free to IMF members and are facilitated by the staff of IMF benchmarking experts.

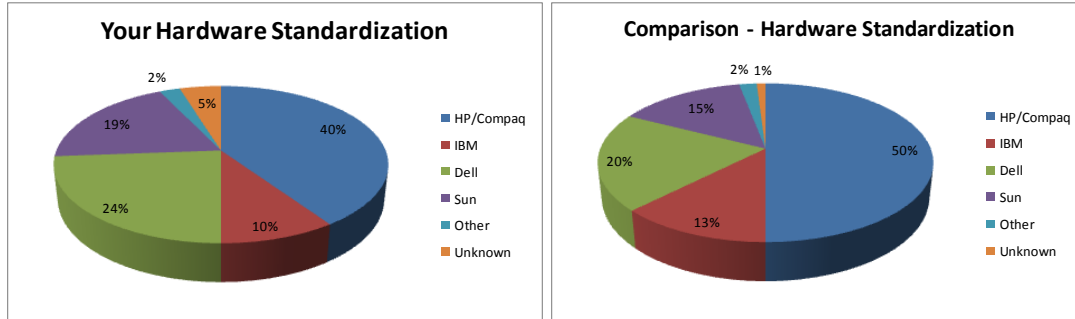
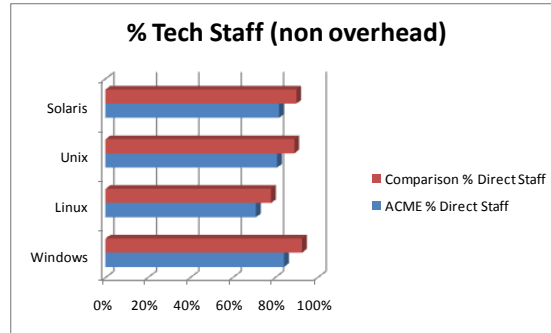
Inaugural Study Overview

This first exchange focuses on your Server Environment: Support Personnel, Complexity and Productivity Metrics for the Server Environment. By comparing readily available information across many IMF member companies, this Comparison will answer the following questions:

1. What level of hardware standardization exists within comparison companies?
2. What level of complexity (based on supported applications) exists within comparison companies?
3. What degree of virtualization exists within comparison companies?
4. How productive are comparison companies?
5. What percentage of staff in the server environment is direct vs. indirect/overhead?
6. How do these factors relate to one another?

Examples of Deliverables





Data Collection and Reporting Process

Each participant will complete a brief data collection exercise. Data points were chosen for their observed comparability in larger benchmarking studies, and their observed availability in most organizations. The following information will be collected:

Hardware	
Hardware Manufacturers	Physical Servers
HP/Compaq	
IBM	
Dell	
Sun	
Other	
Unknown	

Environment				
Inventory Data	Windows	Unix	Linux	Solaris
Physical Servers				
Logical OS Instances				
Supported Applications				

Personnel				
Note: All personnel required for the delivery of Server Infrastructure and Processing should be included. Do NOT include application support personnel for this comparison.				
Labor Category	Windows	Unix	Linux	Solaris
Direct Operations				
Operations Support				
Capacity and Monitoring				
Standards				
Provisioning				
Server/Hosting Architecture				
Other not Included Above				

Following data collection, IMF will complete data compilation and reporting such that all participants will receive a report showing group averages and top performers. No company names will be shared in the report. Following the reporting phase, IMF will be available to arrange group discussions for those interested or to complete additional research in an anonymous manner, if preferred.