

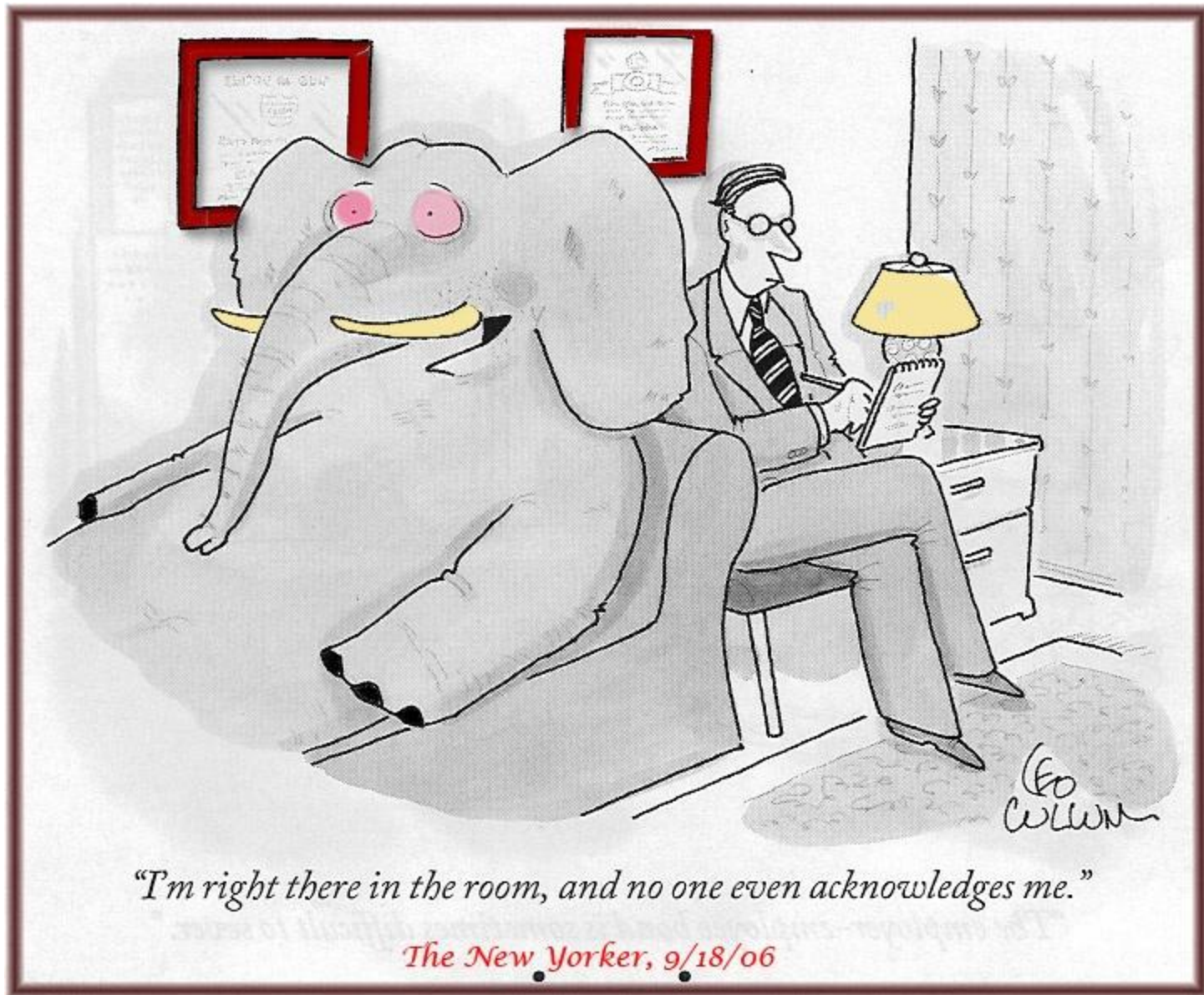
Today's CIO Questions

- ✓ What are we spending?
- ✓ Where are we spending it?
- ✓ When are we spending it?
- ✓ Who is using our services and how much?

Today's Answers:



Use IT Financial Management tools and processes to Quantify and Allocate Historical IT Costs based upon Consumption



"I'm right there in the room, and no one even acknowledges me."

The New Yorker, 9/18/06

Questions the Elephant Will Ask

- ✓ **Where and why are costs out of line with budgets and peers?**
 - ✓ **What is the value of improving our use of technology?**
 - ✓ **How do we identify the issues and solve the root causes?**
 - ✓ **How do we free up IT resources for high value initiatives?**
 - ✓ **How do we plan to “do it right the first time”?**
- ✓ **How can we monitor costs in real-time and keep us “on the rails”?**

The Source of the Answers:

**IT Financial
Benchmarking**



**Technology Economics
Consulting**

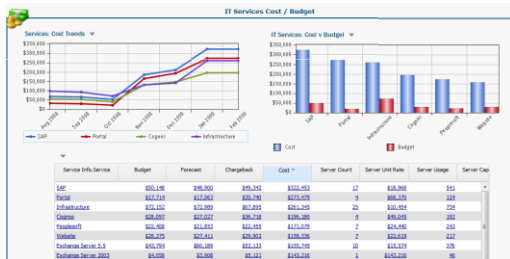


IT Best Practices Audit



Next Generation IT Financial Management™

“WHAT and WHERE”
Financial Management:



“STATISTICS and COMPARISONS”
Financial Benchmarking:

Key Metrics by Module

	Client	Peer Group	Peer TO	Industry Avg	Industry TO	Database Avg
Distributed	\$2,375	\$2,237	\$1,867	\$2,605	\$2,318	\$2,242
Cost per User						
Help Desk	\$21.2	\$20.4	\$17.7	\$23.2	\$21.5	\$20.4
Cost per Contact						
Midrange	\$13,460	\$12,677	\$10,580	\$14,762	\$13,138	\$12,703
Wide Area Data						
Cost per Server	\$524	\$494	\$432	\$575	\$512	\$495
Mainframe	\$1,474	\$1,388	\$1,158	\$1,616	\$1,438	\$1,391
Cost per MIPS						
Telecom Wireline	\$0.106	\$0.100	\$0.084	\$0.117	\$0.104	\$0.100
Telecom Wireless	\$1,758	\$1,618	\$1,351	\$1,884	\$1,677	\$1,622
Cost per Minute						
Telecom PBX	\$385	\$362	\$302	\$422	\$375	\$363
Cost per Extension						
App Development	\$918	\$864	\$721	\$1,006	\$896	\$866
Cost per Function Point						
App Support	\$40.8	\$38.4	\$32.1	\$44.7	\$39.8	\$38.5
Cost per Function Point						

“WHAT/HOW TO IMPROVE”
IT Best Practices Audit:



SERVICE COSTING

BILL OF IT

COST STATISTICS

PEER COMPARISONS

BASELINE CURRENT STATE

BEST PRACTICES

BUDGETING & FORECASTING

SERVICE QUALITY & UTILIZATION

QUANTIFY FINANCIAL OPPORTUNITY

PEER COMPARISONS

WHAT/HOW TO IMPROVE

CONSULTING PARTNERS

TECHNOLOGY ECONOMICS PARTNERS



**“The IT Best Practices Audit is the
“missing link” in the IT Financial
Management solution.”**

-Mr. Jed Rubin, Rubin Worldwide

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