Local Government IT Benchmark

May 2025

About the Benchmark

Abela Advisory are IT Benchmarking Specialists and have delivered their comprehensive benchmark service to several industries including Local Government, Education, and Mining. The benchmark is comprehensive, with ~70 pages of content covering the following domains:
- ✓ Financial Analysis
- ✓ Team structure and sizing
- ✓ Cyber Security
- ✓ IT Strategy
- ✓ Application satisfaction

The FY25 Local Government IT Benchmark was delivered for 20+ councils across Victoria, NSW, Queensland, and WA.

Abela Advisory are now providing the opportunity for councils who missed the earlier edition to submit their organisation's data and obtain their own personalised report showing how your council compares with peers.

Testimonial

The opportunity to participate in the Abela Advisory IT Benchmarking exercise came at a very opportune time as we commence shaping the latest Technology and Digital Strategy for 2025 - 2029 at Penrith City Council. Peter held several workshops with the respective Councils to ensure that the metrics captured clearly represented local government.

The report exceeded all my expectations with its comprehensive analysis and comparisons. The report covered every aspect of our ICT landscape, providing a clear and detailed assessment of our current capabilities and cost ratios. The data-driven approach and the use of industry benchmarks allowed us to see exactly where we stand in comparison to our peers. This level of detail was incredibly valuable, as it highlighted both our strengths and areas for enhancement, enabling us to make informed decisions about future investments and strategies.

Jane Howard
Chief Information Officer
Penrith City Council

IT Spend Metrics

The comprehensive Spend Metrics will enable you to slice and dice the numbers from every angle.

Compare IT spend as a percent of revenue to peers and to global benchmarks, including Opex Spend, Total Spend, Project Spend, and Cost Element allocation. Other financial metrics include IT spend per ratepayer and per rateable property.

Explore differences in innovation by comparing Budget Allocation to Run | Grow | Transform activities and understand the insourcing versus outsourcing dynamics of your peers.

There are many other spend metrics including cloud usage and device support metrics.
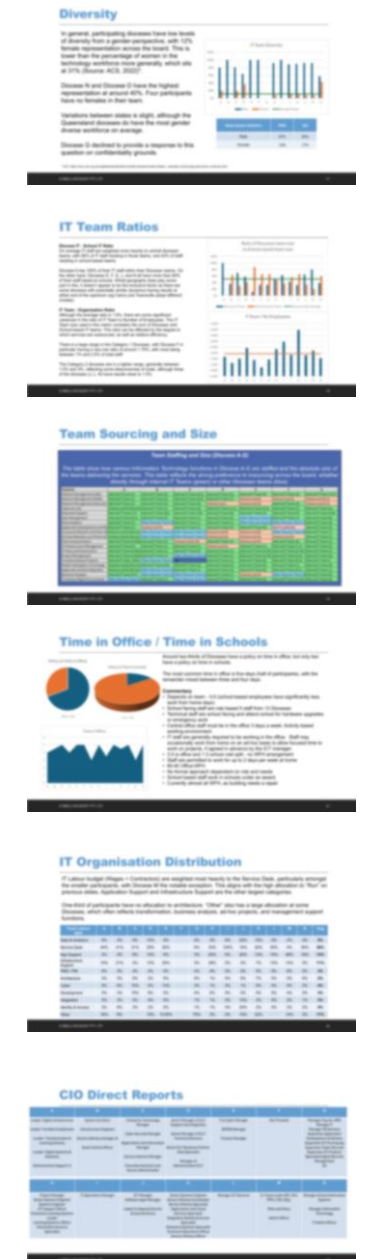
IT Organisation

Discover how IT teams compare and the different approaches that have been taken to build IT departments.
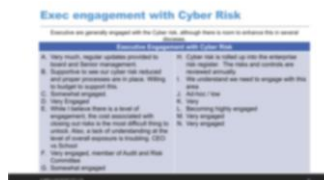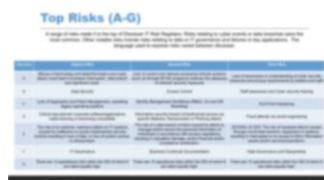
What is the diversity of your IT team compared to the technology industry more broadly?

How big are IT teams in absolute terms, and as a percentage of the total organisation headcount? What is the structure and makeup of their IT teams?

To what extent is Shadow IT a problem and what strategies have been adopted to manage it? How efficient are procurement processes and what is the delegated financial authority of CIOs?

Cyber Security

The benchmark shares rich information about the approach that participants are taking within the ever-evolving realm of cyber security.

This includes insights about the cyber frameworks that have been adopted, their current maturity, and the maturity levels are they targeting. It also reveals what participants see as the top risks, the level of executive engagement, and the approach taken to manage 3rd party risks, deliver capability for Security Operations Centre (SOC), digital forensics, and Cyber Insurance, as well as the strategic approach adopted to manage Personally Identifiable Information (PII).

IT Strategy

The benchmark includes detailed insights into the approach to develop and implement IT Strategy, including ownership of the digital strategy, how far ahead your peers plan, the top priorities this year and in 3 years.

There is also a strong focus on the rapidly emerging field of AI, including data about who is leading AI, what governance has been adopted, the focus areas for AI, and where business benefits are expected to accrue.

In addition to metrics and numbers, the benchmark also includes verbatim commentary from CIO participants, providing clear insights into thought processes and approaches of participating organisations.
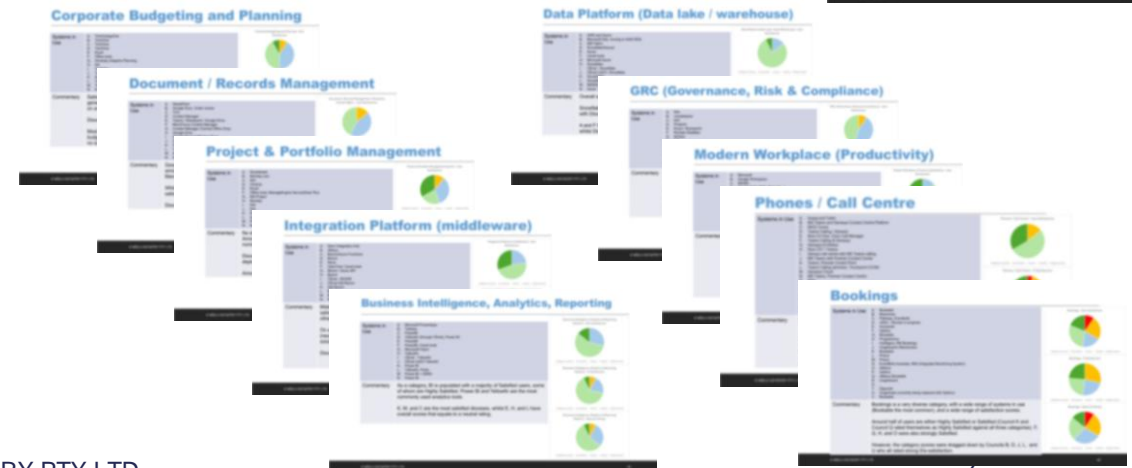
Solution Satisfaction

The Solution Satisfaction section of the benchmark report provides a detailed insight into the solutions used by your peers across ~20 categories. The benchmark reveals the solutions that have the highest levels of satisfaction and the ones that rate poorly.

Ratings are taken from the perspectives of:
- End user satisfaction
- IT Department supportability
- Value for Money

Benchmark Process

The benchmark process is streamlined and efficient, with your personalised report delivered within 2 weeks from the time councils submit their data.

All data provided will be treated and held in the strictest confidence by Abela Advisory. The data will be desensitized and anonymized by Abela Advisory and the results will be made available to participating Councils for their use. We will store your responses in password protected, encrypted format.

All up, the Local Government IT Benchmark contains more than 250 metrics, laid out across almost seventy pages of insightful, graphical content backed by in-depth analysis and council-specific observations and recommendations. Participants receive a personalised debrief, and the data collection process is streamlined and efficient. Expressions of interest for Councils to participate in the benchmark are welcome.

If you'd like to learn more about the Benchmark, contact Peter at Abela Advisory via email (Peter@AbelaAdvisory.com) or mobile (0408 298 132).