



IT Benchmark Service

2024

IT Benchmark Overview



Service Overview

- The IT Benchmark involves the collection, collation, and reporting of IT metrics to provide insight to participating organisations about how they compare to other industry participants.
- The benchmark is conducted between similar organisations within the same industry segment to ensure relevance. A standard list of metrics is offered (refer slides 3-7). Participants are provided the opportunity to customize metrics.
- 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 organisations for their use.



Deliverables

- ✓ Personal customized report per participating organisation (own results revealed, with other participants results anonymized), containing comprehensive analysis and interpretation (refer Appendix for sample inclusions).
- ✓ Individual presentation and walk through of personalized report per participating organisation.
- ✓ Invitation to participate in a roundtable discussion with other participants to explore



Service Process

- Identify / Confirm Participants (Variable: 4-8 weeks, depending on participant availability)
- Joint kick-off meeting to confirm metrics
- Survey Design finalised (+ 2 weeks)
- Survey Issued to participating organisations (+ 1 week)
- Surveys returned (+ 4 weeks)
- Personalised Report Development (+ 2 weeks)
- Individual debrief (+ 2 weeks)



Investment, exclusive of GST

- ❖ This is a fixed price service.
- ❖ Participation fee will be confirmed based on number of participants.
- ❖ A minimum of five industry participants is required to ensure validity and relevance of results.

IT Spend Metrics



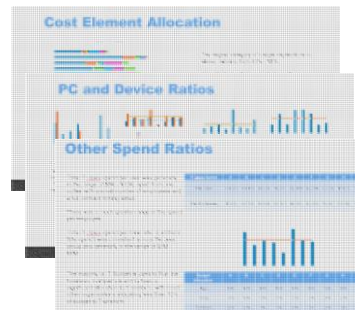
Slice and dice the numbers from every angle!



Compare IT spend as a percent of revenue to peers and to global benchmarks.



How much of the IT budget is controlled in the centre, and how much at the site?



What proportion of the budget is used to Run the Business (keep the lights on), Grow the Business, and Transform the business? And what is the profile of capital spend?



There are loads of other ratios – how does IT spend get allocated across labour, consultants, cyber, and networks? How many staff on average to support each user? Each PC? Each device? What is the extent to which devices have been deployed across organisations?

And what does cloud adoption look like, both from an infrastructure perspective and Software as a Service (SaaS)?

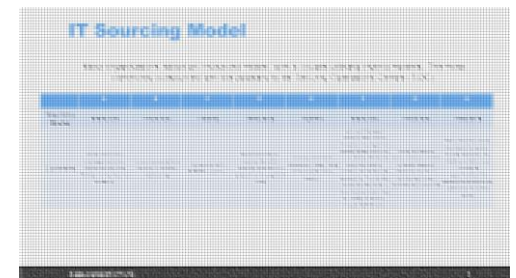
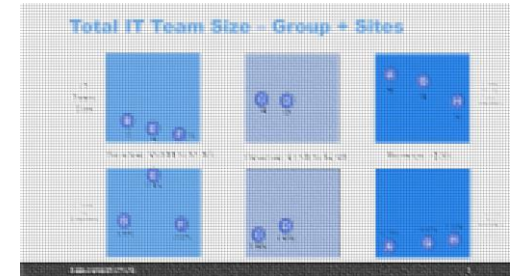
IT Organisation

Discover how IT teams compare and the different approaches that have been taken to build IT departments.

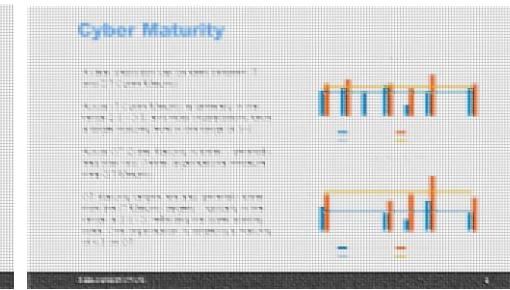
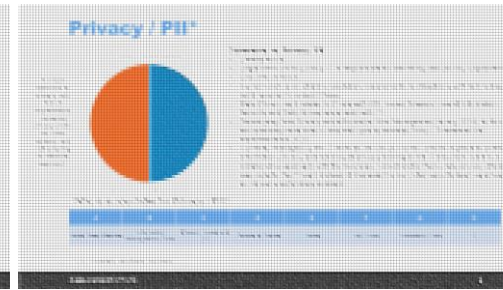
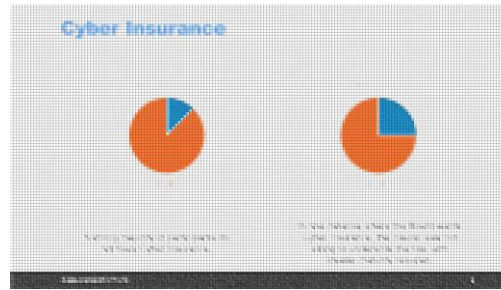
What is the diversity of your IT team compared to technology companies and your industry more broadly?

How big are IT teams in absolute terms, and as a percentage of the total company headcount? How do these metrics change for large or small organisations?

To what extent do organisations in-source or out-source, and what is the structure and makeup of their teams?



Cyber Security



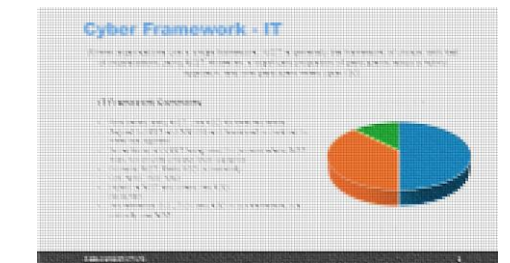
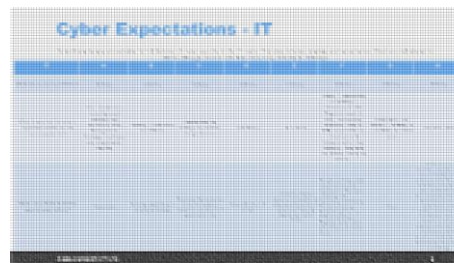
Uncover rich information about the approach that peer companies are taking within the ever-evolving realm of cyber security.

What do participants think about cyber insurance and the challenges of Privacy?

What is the maturity of participants in the cyber realm, and what maturity levels are they targeting?

What are the expectations of the board, and how well equipped are participants to meet these expectations?

What frameworks have organisations adopted to manage Cyber?



IT Strategy



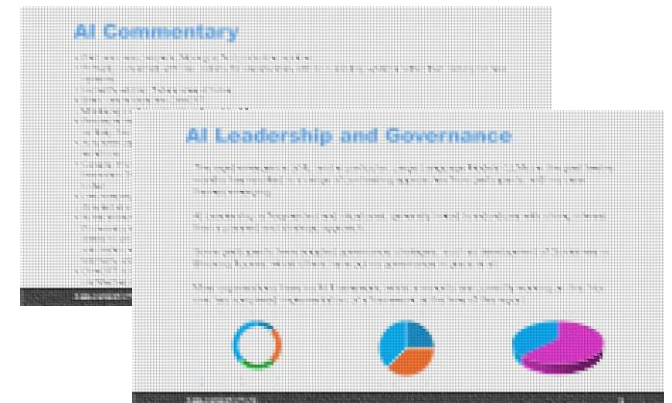
Gain detailed insights into the approach to develop and implement IT Strategy.

Who owns the digital strategy? How far ahead do your peers plan?

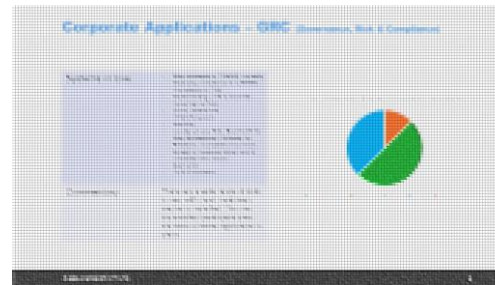
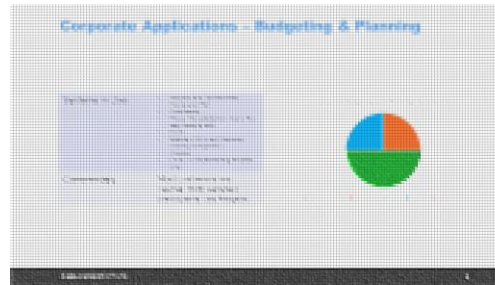
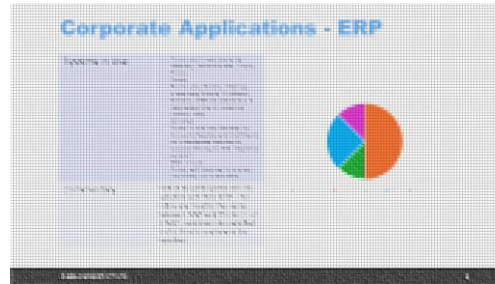
What are the priorities this year? In 3 years?

What about AI? Who is leading the charge? What governance is in place?

Where are the focus areas for AI and where will business benefits accrue?



Corporate Applications



Get the lowdown on which applications are used by your mining peers. Which applications do they love, and which ones are in the doghouse?

Categories of applications include ERP, Budgeting & Planning, GRC, HR / Payroll, Safety, Document Management, Reporting, and Data Platform, plus relevant applications for your industry.

