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# IT Controls Benchmark

Comparing IT control maturity and performance to top-performers

## Impact on Performance

The IT Process Institute repeated its groundbreaking study of IT controls with funding from by the Institute of Internal Auditors Research Foundation. Our goal was to determine the impact of IT controls on IT operating performance and identify specific controls that improved performance the most.

## Key Findings

The findings revealed that just twelve of the fifty-three controls analyzed predict 60% of the performance variation across the 330 IT organizations studied. Further analysis suggests that implementing these controls at a high level of process maturity is the key to unlocking the performance improvement potential of these controls. These twelve controls are considered foundational controls that best predict performance variance across the organizations studied.

- In smaller organizations with fewer overall controls implemented, three of the foundational controls predict 45% of performance variance.
- In larger organizations with a higher level of overall control use, nine of the foundational controls predict 60% of performance variance.
- Managing control processes at a level of maturity where process exceptions are identified and managed enables the greatest performance gain from the foundational controls.

The implications of these findings are significant: IT organizations can use IT controls as a way to improve performance. This gives IT executives a focused target with big payoff. They can use compliance and controls projects as a reason to move their organizations to a more process focused orientation.

## Performance Improvement Potential

The performance improvement potential of using foundational controls at higher process maturity levels is significant. Overall top performers, which represent the highest performing 15th percentile of participants in this study, exhibit significantly higher performance on a range of key measures than medium and low performers in the study.

Highlights of the striking performance differentials include:

- Top performers have a late project rate that is 20% lower than medium performers and 50% lower than low performers.
- Top performers have an average server to system administrator ratio that is 32% higher than medium performers and 88% higher than low performers
- Top performers automatically detect 12% more security breaches than medium performers and 76% more than low performers.
- Top performers have average composite customer satisfaction score that is 18% higher than medium performers and 30% higher than low performers.
- Top performers have an average repeat audit finding rate that is 39% lower than medium performers and 52% lower than low performers.



## IT Controls Performance Benchmark

With the IT Controls performance benchmark, you can compare your organization's use and process maturity of a wide range of common IT controls, and compare your performance measures to 330 top, medium, and low performers identified in the study.

This is a fast but powerful tool for both top performing organizations who want to compare their results to the best, and for organizations looking for guidance on where they can focus improvements to achieve top results.

### Compare Control Maturity

The benchmark includes 53 questions about the maturity of specific IT controls in the areas of:

- access controls
- change controls
- release controls
- configuration controls
- resolution controls
- service level controls

### Compare Performance

The benchmark covers 15 key performance measures that broadly indicate the effectiveness and efficiency in the areas of:

- key operations rates
- support
- security and audit
- customer satisfaction

The output is a simple and compelling 14 page report that color codes comparison of your practices and performance to the population of North American IT organizations studied in the research.

Once you submit your answers, you will have immediate online access to a customized benchmark report that shows:

- Executive dashboard that compares your controls and performance to study participants.
- Scatter plot that shows your control use and performance as compared to 330 organizations.
- Detailed comparison of Foundational Controls that differentiate top performers.
- Detailed comparison of performance measures as compared to the top, medium, and low performers.

A .pdf copy of your benchmark report will also be e-mailed to you when you submit your answers, so you can easily distribute your results within your organization.

We recommend you use the list of questions that will be mailed with your login, to collect information from your team before you login to enter the data.

The complete research report of the study findings will be available from the Institute of Internal Auditors in 2007.

## IT Process Institute

2896 Crescent Avenue - Suite 104  
Eugene Oregon 97408

Main: 541-485-4051  
Fax: 541-485-8163

[www.itpi.org](http://www.itpi.org)  
[info@itpi.org](mailto:info@itpi.org)