

From the Editor

BY COLIN RICE

After having received much positive feedback from our first *EVC Reports*, we have decided to launch a monthly, condensed version of the popular, quarterly report. At the request of our readers, this monthly report will provide the latest news and articles from Glomark-Governan, research findings and benchmarks, and best practices for communicating and measuring the economic value of technology solutions and projects.

In the News

Glomark-Governan is pleased to announce the *Global CIO Value Forum*, an event designed to present best practices for measuring IT value and IT portfolio management, scheduled on October 2nd, 2008 at the Columbus Hilton at Easton in Columbus, Ohio. This *Global CIO Value Forum* will be the first of five forums, with locations in Columbus, Ohio, Mexico City, Mexico, Buenos Aires, Argentina, Madrid, Spain, and Milan, Italy.

The forums, for senior IT managers and CIOs, will present best practices for effectively identifying, assessing, and measuring the economic value of technology investments, a crucial element of their IT portfolio management practice. Also included in the forums will be a panel discussion with several participating CIOs at each forum location. Confirmed panelists for the Columbus, Ohio forum include Steve Cooper, former CIO of the American Red Cross and the Department of Homeland Security, and Angelo Mazzocco, CIO of Progressive Medical, Inc.

For more information about this event, or to share this information with someone who may be interested in attending, please contact Glomark-Governan at c.rice@governan.com.

Benchmarking Research

Glomark-Governan has released a sampling of Outsourcing benchmarks from an Outsourcing ROI Research Study concluded in the first quarter of 2008.

The recent Glomark-Governan research study on the benefits and risks of outsourcing identified a series of actual improvements that have already been achieved with various types of outsourcing. A sampling of these improvements, which can be used as benchmarks, include:

IT Outsourcing Benchmarks

- IT Total Headcount Reduction: 12% to 62%
- IT Infrastructure Operational Cost: 16% to 48%

General Business Process Outsourcing Benchmarks

- Reduction in Business Process Costs: 6% to 41%
- Increase in Revenue: 0% to 7%

Manufacturing and Maintenance Operations Outsourcing Benchmarks

- Increase in Equipment Efficiency: 5% to 19%
- Reduced Inventory Level: 13% to 38%

The complete Glomark-Governan Outsourcing ROI Research Study is available for purchase by contacting Glomark-Governan at c.rice@governan.com.

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