

**General Services Administration  
Federal Acquisition Service**

**Authorized Federal Supply Schedule 70 Pricelist  
INFORMATION TECHNOLOGY GENERAL PURPOSE  
COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

*On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: [GSAAdvantage.gov](http://GSAAdvantage.gov).*

**SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

**Info-Tech Research  
Group Inc.  
602 Queens Avenue, London, ON,  
Canada, N6B 1Y8 (519)-432-3550  
[www.infotech.com](http://www.infotech.com)**

**Contract Number: GS-35F-0041U**

**Period Covered by Contract: October 19, 2007 to October 18, 2017**

**Pricelist current through Modification #PO-0042, dated June 8, 2016**

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>). For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

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**CUSTOMER INFORMATION:**

The following information should be placed under this heading in consecutively numbered paragraphs in the sequence set forth below. If this information is placed in another part of the Federal Supply Schedule Price List, a table of contents must be shown on the cover page that refers to the exact location of the information.

1a. Table of awarded special item number with appropriate cross-reference to item descriptions and awarded prices:

<b>SIN 132-51</b>	<b>Product Offering and Pricing Begin on Page 15</b>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

**SIN 132-51 Enterprise Access Membership Additional Seats at \$453.40**

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

**Not Applicable**

2. Maximum order: **\$500,000**

3. Minimum order: **\$100**

4. Geographic coverage: **The 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, U.S. Territories, and Worldwide.**

5. Point of production: **London, Ontario CANADA.**

6. Discount from list prices or statement of net price: **GSA price represent net price with discount included.**

7. Quantity discounts: **Task orders at or exceeding \$280,000 receive an additional 2% discount, orders over \$400,000 receive an additional 3% discount, and tasks orders over \$500,000 discounts to be negotiated on a case by case basis only.**

8. Prompt payment terms. Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions: **1% - Net 15 days from receipt of invoice or date of acceptance, whichever is later.**

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: **Info-Tech accepts Government purchase cards at or below the micro-purchase threshold.**

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: **Info-Tech does not accept Government purchase cards above the micro-purchase threshold**

10. Foreign items (list items by country of origin): **All offerings are of Canadian Origin.**

11a. Time of delivery: **1 Day ARO**

11b. Expedited Delivery: **Not Applicable**

11c. Overnight and 2-day delivery: **Not Applicable**

11d. Urgent Requirements: **Not Applicable.**

12. F.O.B. point: **Destination**

13a. Ordering address:

**Info-Tech Research Group Inc.  
ATTN: GSA Contract Administration  
602 Queens Avenue  
London, ON, Canada  
N6B 1Y8**

13b. Ordering procedures: **For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.**

14. Payment address:

**Info-Tech Research Group Inc.  
ATTN: GSA Contract Administration  
602 Queens Avenue  
London, ON, Canada  
N6B 1Y8**

15. Warranty provision: **Not Applicable**

16. Export packing charges: **Not Applicable**

17. Terms and conditions of Government purchase card acceptance: **Any thresholds above the micro-purchase level**

18. Terms and conditions of rental, maintenance, and repair: **Not Applicable**

19. Terms and conditions of installation: **Not Applicable**

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: **Not Applicable**

20a. Terms and conditions for any other services: **Not Applicable**

21. List of service and distribution points: **Not Applicable**

22. List of participating dealers: **Not Applicable**

23. Preventive maintenance: **Not Applicable**

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): **Not Applicable**

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov](http://www.Section508.gov): **Not Applicable**

25. Data Universal Number System (DUNS) number: **254062714**

26. Notification regarding registration in System for Award Management (SAM) database: **Info-Tech is registered in the SAM database.**

## About Info-Tech Research Group

Info-Tech Research Group is the world's fastest growing information technology research and advisory company, proudly serving over 30,000 IT professionals. We produce unbiased and highly relevant IT research to help CIOs and IT leaders make strategic, timely and well informed decisions. We partner closely with IT teams to provide everything they need, from actionable tools to analyst guidance, ensuring they deliver measurable results for their organizations.

Info-Tech's mission is to help IT leaders and their teams:

- **Systematically improve their core processes and governance**
- **Successfully implement critical technology projects**

Since 1997, we have been helping CIOs and their teams evolve from fire fighters to innovation champions.

### Research Industry Benchmarks

Outsell, Inc. (an independent market research firm) conducts an annual evaluation of the Information Market. Consistently, their results place us as a rising star in terms of our "ability to execute" and on being "in tune with tomorrow". Outsell positioned us above Gartner, Forrester and IDC.

In 2010, Info-Tech became the 8<sup>th</sup> largest IT research firm in the world. More than 8,000 organizations use our services, and we are committed to providing independent guidance and effective advice to our clients.

# Outsell's Leaderboard



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# Membership

## Research & Advisory Memberships - Overview

Give your entire IT team access to powerful research and advisory resources with an Info-Tech membership. Services cover the full range of IT challenges and initiatives.

- **Projects & Technology** - Blueprints to succeed with your applications, strategy and infrastructure projects. Each Blueprint includes:
  - Best Practices Toolkits – all the steps and tools for a do-it-yourself approach
  - Guided Implementation – Remote Analyst assisted project implementation. We'll work with you throughout your project

Home Projects & Technology Management & Governance Talent & Leadership Benchmarking & Diagnostics Tools & Resources Webinars Workshops Events

## Projects & Technology

Guided Implementation Sets | View all

Info-Tech Express  
**Rebalance Project Intake for Small Enterprise**

Successful project intake doesn't require additional time, administrative overhead, or high PPM maturity. Build intake discipline one step at a...

Applications  
**Build a Next Generation BI with a Game-Changing BI Strategy**

Business needs are continually shifting and evolving, it's essential that BI providers are able to stay in step with their users and effectively...

Applications  
**Select and Implement a Web Experience Management Solution**

A company's web presence is its front face to the world. Ensuring you have the right suite of tools for web content management, experience...

### Applications

#### Projects & Technology

**Systems Integration**

- Enterprise Integration
- Analytics, BI & Reporting

**Enterprise Applications**

- Human Resource Applications
- ERP Optimization
- CRM, Sales, Marketing and Customer Support

**Information Management**

- Data Management
- Content & Document Management
- Database Optimization

**Collaboration & Productivity Apps**

- Worker Collaboration
- Worker Content Creation
- Email & Messaging

**Customer Engagement & Commerce**

- Customer Engagement Optimization
- Mobile Application Development

### Infrastructure

#### Projects & Technology

**Infrastructure**

- Outsourcing & Co-Location
- Availability & Capacity Management
- Data Center & Facilities Optimization
- Storage & Backup Optimization
- Server Optimization
- Asset Management
- Cloud Strategy

**Network & Communications**

- End-User Computing
- Network Management
- Voice & Video Management

**Security**

- Network Security
- Asset Security
- Identity Management

### Strategy & Leadership

#### Projects & Technology

**Enterprise Technologies**

- Enterprise Integration
- Data Management
- Analytics, BI & Reporting

**Trending Technologies**

- Mobile Application Development
- Disruptive Technologies

### Management & Governance

**Strategy & Governance**

- Risk Management
- IT Governance
- Strategy & Alignment
- Cloud Strategy
- IT Management & Policies
- Compliance

**Architecture**

- Application Portfolio Management
- Business Architecture, Business Process & Workflow
- Enterprise Architecture

### Info-Tech Express

Info-Tech Express brings together the tools and templates to run your IT Department easily and efficiently.

[Learn More](#)

#### Types of Content

- Solution Sets
- Vendor Evaluations
- Videos

#### Predicting the Future

- Virtual Reality
- Augmenting Reality
- Asia Letter, Q2 2016: Paying for Financial Services
- Absolute Genetic Synergy: A New "BI," Part II
- Absolute Genetic Synergy: A New "BI," Part I
- Microsoft: From Enterprise to Consumer to Enterprise

- **Management & Governance** – 45 comprehensive, connected methodologies for improving core IT processes:
  - Best Practices Toolkits – all the steps and tools for a do-it-yourself approach
  - Guided Implementation – On-call industry experts that help you and your team finish projects on time and with better results.

Home Projects & Technology Management & Governance Talent & Leadership Benchmarking & Diagnostics Tools & Resources Webinars Workshops Events

## IT Management and Governance

Building core IT processes is the single most important component of any IT manager's job.

The root cause of ALL project success and failure depends on the strength of the underlying core IT processes. Improving your processes means that you spend less time fighting fires and more time providing superior business value.

## 45 comprehensive, connected methodologies for improving core IT processes

Click any process below for more details.

### STRATEGY & GOVERNANCE

- EDM01 IT Governance
- APO02 IT Strategy
- MEAO1 Performance Measurement
- EDM02 Business Value
- APO06 Cost and Budget Management
- APO10 Vendor Management

### IT Management & Governance Framework

A comprehensive and connected set of research to help you optimize and improve your core IT processes

### APPS

- ITRG04 Application Portfolio Management
- BAI03 Enterprise Application Selection & Implementation
- BAI03 Application Development Throughput
- BAI07 Application Development Quality
- ITRG05 Application Maintenance
- BAI05 Organizational Change Management

### DATA & BI

- ITRG06 Business Intelligence and Reporting
- ITRG07 Data Architecture
- ITRG08 Data Quality
- AP005 Portfolio Management
- BAI01 Project Management
- BAI02 Requirements Gathering

### FINANCIAL MANAGEMENT

### INFRASTRUCTURE & OPERATIONS

### PPM & PROJECTS

### PEOPLE & RESOURCES

- APO01 IT Management and Policies
- APO04 Innovation
- APO07 Human Resources Management
- ITRG01 IT Organizational Design
- ITRG02 Leadership, Culture and Values
- ITRG03 Manage Service Catalogs

### SECURITY & RISK

- APO13 Security Strategy
- DSS05 Security Management
- DSS06 Business Process Controls and Internal Audit
- EDM03 Risk Management
- MEA03 External Compliance
- DSS04 Business Continuity
- DSS04 Disaster Recovery Planning

### SERVICE PLANNING & ARCHITECTURE

- APO03 Enterprise Architecture
- BAI04 Availability and Capacity Management
- BAI06 Change Management
- BAI09 Asset Management
- BAI10 Configuration Management
- BAI07 Release Management
- DSS01 Operations Management
- DSS02 Service Desk
- DSS03 Incident and Problem Management

- **Talent & Leadership research** - Lead your team effectively with powerful talent diagnostics and proven resources to help you become a better manager.
  - Research Solutions – Solve a range of people issues, from conducting difficult one-on-one conversations to improving team dynamics
  - Tools & Templates – Get to action quickly with practical tools, customizable templates and a comprehensive database of job descriptions
  - Guided Implementations - On-call industry experts that help you and your team finish projects on time and with better results.
  - Diagnostics – Run a powerful engagement survey to uncover areas for improvement. Increase job satisfaction and drive productivity across the IT Department
  - Mclean Leadership Index - Using a high frequency, low effort, one question survey, we help organizations move from engagement as a project to engagement as a culture.

Home Projects & Technology Management & Governance Talent & Leadership Benchmarking & Diagnostics Tools & Resources Webinars Workshops Events

## Talent & Leadership

Strategies on how to lead your team effectively. Proven resources to help you become a better manager.

Increase your IT team's engagement and productivity. Info-Tech's Talent & Leadership Research Center, partnered with McLean & Company, provides the tools and advice you need to handle the unique challenges of managing people.

### Research Solutions

Solve a range of people issues, from conducting difficult one-on-one conversations to improving team dynamics.

### Tools & Templates

Not sure where to start? Get to action quickly with these practical tools, customizable templates, and comprehensive database of job descriptions.

### Guided Implementations

Talk to our Analysts as you utilize these tools and resources to maximize your results. Have a specific workplace issue? Our Analysts are here to help.

### Diagnostics

Run a powerful Engagement Survey to uncover areas for improvement. Increase job satisfaction and drive productivity across the IT department.

## Research Solutions

Take advantage of our best-practice research to manage performance and inspire your people to excel.

### Manage & Coach

#### Management Skills

- Manage Stakeholder Relations
- Improve Your Time Management as a Working Manager
- Build Successful Teams

#### Coaching

### Lead

#### High Impact Leadership

- Market IT Like a Business
- Become a Strategic CIO
- Inspire an IT-Led Revolution
- Kick-Start IT-Led Business Innovation
- Fast Track Your Teams' Leadership Skills

### Engage

#### Engagement Surveys

- Increase IT Productivity by 25% by Actively Focusing on Employee Engagement
- Identify & Select Employee Engagement Initiatives

#### Engagement Strategies

- Create a Culture of Recognition to Propel IT Performance

- **Benchmarking & Diagnostics** - Info-Tech's diagnostic programs collect data from you and your stakeholders. Using our powerful analytic engines, Info-Tech builds reports that help your IT department make critical decisions.
  - End User Satisfaction - Develop data driven insights to help you decide what IT services need to be addressed to meet the demands of the business
  - IT Security Diagnostic Program – Collect the data you need to effectively manage IT Security
  - Data-Driven IT Strategy – Build an IT Strategy that uses data, not intuition, to set IT's agenda
  - IT Management & Governance Diagnostic – Assess the importance and effectiveness of your core IT Processes
  - CIO Business Vision – Get detailed report cards on the organization's satisfaction with IT's core services. Use these insights to understand your key business stakeholders, find out what is important to them, and improve your interactions
  - CEO-CIO Alignment – Satisfy your most important stakeholder – the CEO
  - Application Portfolio Assessment – Develop data driven insights to help you decide which applications to retire, upgrade, re-train on or maintain, to meet the demands of the business
  - Project Portfolio Management Diagnostic Program - Gather and report on all aspects of your PPM environment in order to understand where you stand and how you can improve

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## Diagnostic Programs

Info-Tech's diagnostic programs collect data from you and your stakeholders. Using our powerful analytic engines, Info-Tech builds reports that help your IT department make critical decisions.

Which programs are right for you?

Infrastructure	Strategy & Leadership	Applications
<b>End User Satisfaction</b> Get end user feedback on how well IT is managing its core services	<b>Data-Driven IT Strategy</b> Build an IT strategy that uses data, not intuition, to set IT's agenda	<b>Application Portfolio Assessment: End User Feedback</b> Decide which apps to retire, upgrade, re-train on, and where to focus optimization efforts
<b>IT Security Diagnostic Program</b> Collect the data you need to effectively manage IT Security	<b>IT Management &amp; Governance Diagnostic</b> Build alignment and ownership around core IT processes	<b>PPM Diagnostic Program</b> Collect the data you need to effectively manage your project management group
	<b>CIO Business Vision</b> The most important thing a CIO can do is understand business needs	
	<b>CEO-CIO Alignment Program</b> Achieve effective IT-business alignment by understanding your CEO's perspectives and priorities.	

- **Tools & Resources** – access time saving resources including:
  - Vendor Evaluations - Unbiased vendor research to help propel your product selection
  - Purchase Optimization & Contract Reviews - Optimize your software purchase. Whether you're purchasing or renewing, our analysts will help you secure the right deal
  - Policy Management Software - Support every stage of the policy management lifecycle with centralized policy software.
  - Videos and Webinars - Help shape our research to meet your needs
  - Industry Research – Evaluating Vendors and Products specific to the industry
  - Predicting the Future - The unreserved predictions and strategic insights on what is to be expected in upcoming years will help you position yourself as a forward thinker with your C-level peers.

## Tools & Resources

### Quick to Action Solutions



#### Industry Research

Evaluating vendors and products specific to the industry



#### Vendor Evaluation Hub

Find the Right Vendor for You



#### Purchase Optimization

Save Thousands on Your Contracts



#### Policy Management

Save Time and Reduce Corporate Risk

#### Job Descriptions

- Project Backlog Manager
- Enterprise Architect
- Change Control & Management Manager
- Organizational Change Management Manager
- PMO Coordinator
- Application Maintenance Business Analyst
- Chief Data Officer
- Collaboration Business Analyst
- Chief Information Officer
- Business Capabilities Architect

View all 148 Job Descriptions

#### Videos

- Lead Staff through Change: Employee Change Personas
- Email Reduction
- Institutionalizing Innovation through IT
- Video: Prepare for Software Defined Networking (SDN)
- System Center 2012

View all 159 Videos

#### Templates & Policies

- Policy Management Software
- Service Desk Outsourcing Strategy Template
- Service Desk Outsourcing RFP Template
- Service Desk MSP Interview Template
- Service Catalog Extension Project Charter
- Service Catalog Extension Training Deck

View all 1278 Templates & Policies

#### Tools

- Service Desk Process Maturity Assessment Tool
- IT Service Catalog
- Application Maintenance Release Schedule Tool
- ITSM Tool Implementation Project Planning and Monitoring Tool
- Digital Customer Experience Mapping Tool

View all 1027 Tools

## Research & Advisory Memberships - Components

Since 1997, it's been our philosophy that makes us stand apart in the sea of traditional technology advisors. Not just on what we cover, but how we deliver.

- **Guided Implementations** – Remote Analyst assisted project implementation. We'll work with you throughout your project

### Guided Implementation

We Walk You Through IT

Info-Tech is just a phone call away and can assist you with your project. Our expert analysts can guide you to successful project completion at no additional cost to you.

**Start a Guided Implementation Today**

Step 1 - Select a project  
Step 2 - Schedule your first call  
Step 3 - Our analysts will guide you through the implementation



**Rebalance Project Intake for Small Enterprise**

Successful project intake doesn't require additional time, administrative overhead, or high PPM maturity. Build intake discipline one step at a...

**Build a Next Generation BI with a Game-Changing BI Strategy**

Business needs are continually shifting and evolving; it's essential that BI providers are able to stay in step with their users and effectively...

**Select and Implement a Web Experience Management Solution**

A company's web presence is its front face to the world. Ensuring you have the right suite of tools for web content management, experience...

**Create a Plan for Establishing a Business-Aligned Data Management Practice**

This blueprint will help you design a data management practice that will allow your organization to use data as a strategic enabler.

**Navigate the EMV Liability Shift**

Now is the time to convert to an EMV-compliant POS system because your fraud exposure risk is rising by 78% from 2015 to 2016, liability is...

**Prepare and Defend Against a Software Audit**

Software licensing audits can cause significant business disruption and failure to be in compliance will result in punitive fines. Build a...

**Adopt Lean IT to Streamline the Service Desk**

Service desk managers are challenged to achieve the high levels of end-user satisfaction and productivity the business needs, and the...

**Build an ITSM Tool Implementation Plan**

Project managers often underestimate the complexity of an ITSM solution, or rely heavily on professional services to organize the implementation...

**Recognize the Value and Work of Your IT Team**

Use this blueprint to learn what really motivates employees and how to properly drive them to produce a more productive and proactive IT team all...

**Create an IT View of the Service Catalog**

Organizations must have a clear understanding of their IT services and how IT delivers them. Use the structured guidelines within this blueprint...

**Create a Customer-Centric Digital Strategy**

The realm of digital is complex and important, but the CIO rarely helps plan digital transformations due to the perceived lack of experience with...

**Choose and Implement a Mobile Strategy**

Mobile is evolving quickly; BYOD used to be the next big thing, but enthusiasm has waned. Enterprises must decide which mobile strategy will let...

- Benchmarking & Diagnostics** - Info-Tech's diagnostic programs collect data from you and your stakeholders. Using our powerful analytic engines, Info-Tech builds reports that help your IT department make critical decisions.
  - Example: CIO Business Vision** – Get detailed report cards on the organization's satisfaction with IT's core services. Use these insights to understand your key business stakeholders, find out what is important to them, and improve your interactions

CIO Business Vision Sample Report excerpt:

**IT Satisfaction Scorecard**

Info-Tech Research Group | Total Survey Responses: 36

**Overall Metrics**

Satisfaction		Value	
This Year	Last Year	This Year	Last Year
76%	--	75%	--

**IT Support Breakdown**

The IT Support Breakdown charts are indicators of the percent of stakeholders that fall into three important categories. Promoters are loyal enthusiasts of IT. Neutral stakeholders are satisfied but unenthusiastic about IT. Detractors are unhappy stakeholders who can damage your reputation.

Net IT Support Score: Satisfaction	IT Support Breakdown	Detractors (scored 1-6)
+39%	Neutral (scored 7)	

Net IT Support Score: Value	IT Support Breakdown	Supporters (scored 8-10)
+42%	IT Support Breakdown = Supporters - Detractors	

**IT Relationship Satisfaction**

Relationships are a key driver in stakeholder management. It is important that the business feels IT understands their needs and is getting enough communication.

Relationship	Satisfaction	Last Year
<b>Needs</b> Satisfaction with IT's understanding of your needs.	74%	--
<b>Execution</b> Satisfaction with the way IT executes your requests and meets your needs.	74%	--
<b>Communication</b> Satisfaction with IT communication.	75%	--

**Business Satisfaction and Importance for Core Services**

The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

Core Service	Satisfaction	Importance Ranking	Last Year
<b>Network &amp; Comm. Infrastructure</b> Satisfaction with reliability of comm. Systems and networks	79%	1 <sup>st</sup>	--
<b>IT Policies</b> Satisfaction with policy design and enforcement around security, governance, etc.	78%	12 <sup>th</sup>	--
<b>Service Desk</b> Satisfaction with responsiveness and effectiveness of service desk	76%	5 <sup>th</sup>	--
<b>Work Orders</b> Satisfaction with small requests and bug fixes	76%	11 <sup>th</sup>	--
<b>Requirements Gathering</b> Satisfaction with BA's ability to understand and support the business	76%	8 <sup>th</sup>	--
<b>Business Apps</b> Satisfaction with applications and functionality	75%	5 <sup>th</sup>	--
<b>Projects</b> Satisfaction with large department or corporate projects	73%	3 <sup>rd</sup>	--
<b>Devices</b> Satisfaction with desktops, laptops, mobile devices etc.	71%	10 <sup>th</sup>	--
<b>IT Innovation Leadership</b> Satisfaction with providing opportunities for innovation and innovation leadership to improve the business	69%	9 <sup>th</sup>	--
<b>Data Quality</b> Satisfaction with providing reliable and accurate data	67%	2 <sup>nd</sup>	--
<b>Analytical Capability and Reports</b> Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	64%	7 <sup>th</sup>	--
<b>Client-Facing Technology</b> Satisfaction with user experience and effectiveness	64%	4 <sup>th</sup>	--

- **Example: Employee Engagement program** – Run a powerful engagement survey to uncover areas for improvement. Increase job satisfaction and drive productivity across the IT Department

## Employee Engagement Program

### Don't Just Measure Engagement. Improve It.

Identify opportunities for your organization to improve engagement and get the most out of your valuable workforce.

Engaged employees do what's best for the organization: they come up with product/service improvements, provide exceptional service to customers, consistently exceed performance expectations, and make efficient use of their time and resources. The result is happy customers, better products/services, and saved costs. McLean & Company's program is designed to help you improve engagement, not just measure it. If you're interested in developing and maintaining a high performance culture, this is the best way to do it. Customized to you, data-driven, objective and actionable.



**Contact McLean & Company to Get Started on Your Employee Engagement Program**

Call: 1-877-281-0480 or [Contact Us](#)

[Live Chat!](#)

**Download a sample excerpt of the default results report:**

[Download Sample Report Excerpt](#)

[Download Sample Department Scorecard](#)

[Download Sample Manager Report](#)

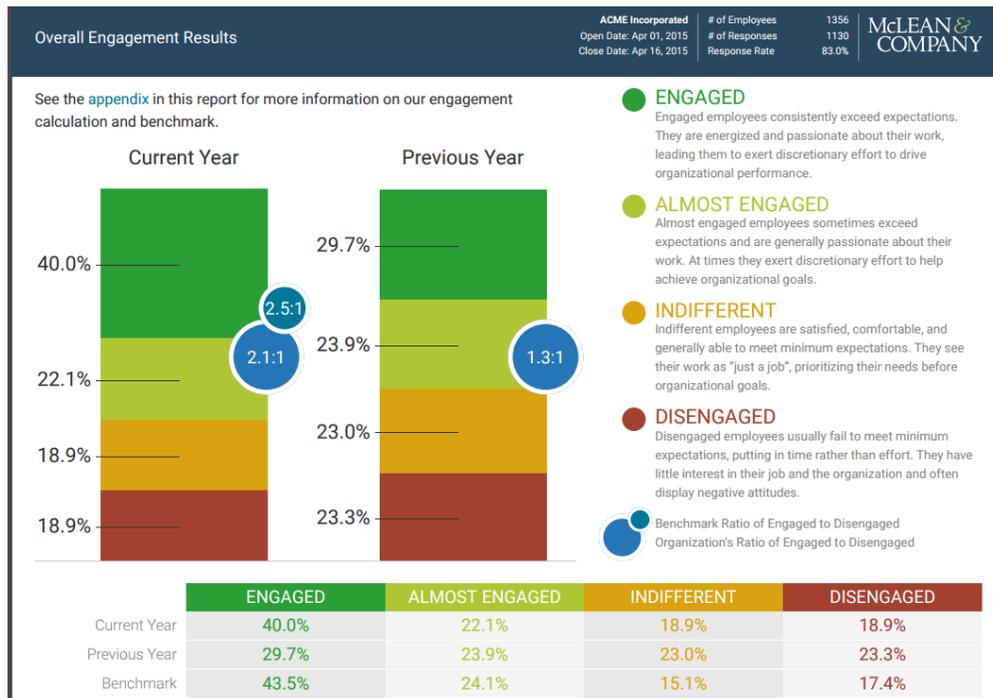
#### ☆ Benefits of Employee Engagement Program

McLean & Company takes you through all the steps required to effectively act on employee feedback and improve engagement.

- ❶ Survey data collection, analysis, and reporting
- ❷ Specialized segmentation
- ❸ Action planning advice and presentation of results by an Analyst
- ❹ Access to our research to help you implement change initiatives
- ❺ Unlimited 1:1 phone calls with Analysts to work through engagement initiatives



#### Employee Engagement Sample Report Excerpt:



- **McLean Leadership Index** - Using a high frequency, low effort, one question survey, we help organizations move from engagement as a project to engagement as a culture.

## McLean Leadership Index

Info-Tech is proud to offer its members the McLean Leadership Index (MLI) — a single question that delivers powerful feedback correlated to employee engagement.



Using a high frequency, low effort, one question survey, we help organizations move from engagement as a project to engagement as a culture.

[Get Started Now](#)

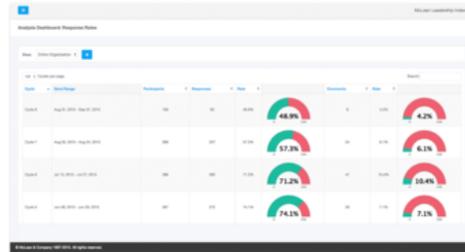
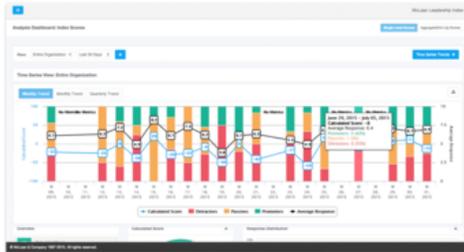


### The Question:

"How likely would you be to recommend this organization to a qualified friend or family member as a great place to work?"

## Quickly see whether your employees are Promoters, Passives, or Detractors in your organization.

Use continuous feedback on how many employees positively and passionately support the organization, and how many definitely do not, to fine tune leadership actions. Individuals responding to the MLI question with a 9 or 10 are your Promoters and are most positive and passionate. Those who answer 7 or 8 are Passives while those who answer 0 to 6 are Detractors.



- **Vendor Evaluations** - Unbiased vendor research to help propel your product selection. We have three main types of research to assist clients with their procurement needs: **Software Directories**, **Vendor Evaluations**, and our **Methodology**.

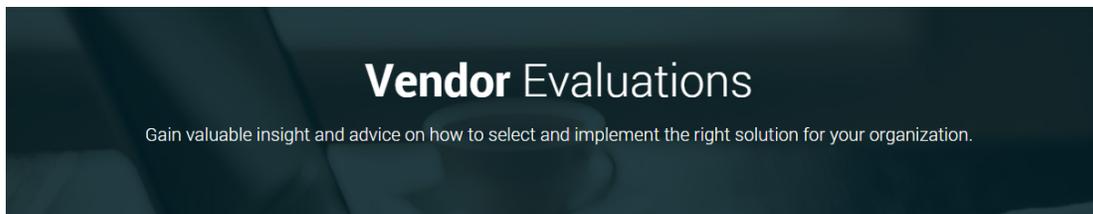
- **Software Directories**



 <p><b>Education Software</b></p> <p><a href="#">Download report</a></p>	 <p><b>Transportation Software</b></p> <p><a href="#">Download report</a></p>	 <p><b>Government Software</b></p> <p><a href="#">Download report</a></p>
 <p><b>Telecom Software</b></p> <p><a href="#">Download report</a></p>	 <p><b>Real Estate Software</b></p> <p><a href="#">Download report</a></p>	 <p><b>Retail Software</b></p> <p><a href="#">Download report</a></p>

[View All Software Directories](#)

- **Vendor Evaluations**



<p><b>Application</b></p> <ul style="list-style-type: none"> <li>Application Development Tools</li> <li>Application Lifecycle Management</li> <li>Cloud File Sharing</li> <li>Collaboration Platforms</li> <li>Content and Email Archiving</li> <li>CRM Suites for Large Enterprises</li> <li>CRM Suites for Small Enterprises</li> <li>Customer Service Knowledge Management Suites</li> <li>Email Marketing Solutions</li> <li>Enterprise Content Management for Knowledge Workers</li> <li><a href="#">View All</a></li> </ul>	<p><b>Infrastructure</b></p> <ul style="list-style-type: none"> <li>Cloud Management</li> <li>Converged Systems</li> <li>Data Loss Prevention</li> <li>Disk Backup</li> <li>Endpoint Encryption</li> <li>Endpoint Protection</li> <li>Enterprise Mobility Management</li> <li>IP Telephony &amp; Unified Communications</li> <li>IT Asset Management - Enterprise</li> <li>IT Asset Management - Mid-Market</li> <li><a href="#">View All</a></li> </ul>	<p><b>Gaming &amp; Hospitality/Tribal</b></p> <ul style="list-style-type: none"> <li>Business Intelligence for Gaming, Hospitality, and Leisure</li> <li>Casino Management Systems</li> <li>Court &amp; Docket Management System</li> <li>CRM Suites for Gaming, Hospitality, and Leisure</li> <li>Enrollment and Membership Management Systems</li> <li>Financial Management Solutions</li> <li>iGaming Platforms</li> <li>Point of Sale Solutions</li> <li>Property Management Systems</li> <li>Revenue Management Systems</li> <li>Mobile Gaming Platforms</li> <li><a href="#">View All</a></li> </ul>
<p><b>S&amp;I Applications</b></p> <ul style="list-style-type: none"> <li>Select and Implement a Business Intelligence and Analytics Solution</li> <li>Select and Implement a Managed File Transfer Solution</li> <li>Select and Implement an ESB Solution</li> <li>Select and Implement the Right BPM Solution for the Organization</li> <li>Select and Implement a Marketing Management Suite</li> <li>Select and Implement a Customer Service Management Solution</li> </ul>	<p><b>S&amp;I Infrastructure</b></p> <ul style="list-style-type: none"> <li>Select and Implement a Backup Solution</li> <li>Select and Implement a SIEM Solution</li> <li>Select and Implement an Intrusion Detection and Prevention System</li> <li>Select and Implement a Governance, Risk, and Compliance (GRC) Solution</li> <li>Select and Implement a Web Experience Management Solution</li> <li>Select and Implement a PPM Solution</li> </ul>	

o **Methodology**



### Info-Tech's Methodology Evaluation

Info-Tech evaluates the strengths and abilities of the products available in a certain IT market space as well as the vendors of those products. Evaluations weigh selected vendors and their products (collectively "solutions") on standardized criteria to determine overall standing.

[Download Deck](#)

- **Purchase Optimization & Contract Reviews** - Optimize your software purchase. Whether you're purchasing or renewing, our analysts will help you secure the right deal

## Purchase Optimization

### Are You Getting the Right Deal?

Let us help you optimize your purchase, whether you're purchasing or renewing, our analysts will help you secure the right deal.

We apply a five-point inspection to your deal, reviewing licensing, specs & features, terms of service, cost per unit, and discount levels.

You'll receive a conference call with our analysts to explain the custom report you receive that details recommendations on how to reduce costs, mitigate risks, and optimize your solution.



## Savings Found

Since January 1, 2012

**\$48,625,550**

#### Top Purchases Optimized

- #1 - Microsoft
- #2 - Data Center Co-Location
- #3 - Cisco and Enterprise Networks
- #4 - SAN Storage

- **Policy Management Software** - Support every stage of the policy management lifecycle with centralized policy software.



Stop letting poor policy management put your organization at risk and slow down your team. Simplify policies with policy management software and focus on what really matters.



## Pricing and Features

### Team Access Pricing Guidelines

Membership types for each customer are determined by the customer's segment. Segment is defined by the total number of full-time equivalent (FTE) IT staff employed by the enterprise including all locations, divisions, departments and business units (verified at time of purchase).

Each physical business location (a "site") must purchase their own membership which will reflect the segment applicable to the total FTE IT staff in the entire enterprise. Memberships are not based solely on the number of staff at the actual site, or department/division or business unit within a physical location. Customers purchasing a membership may not add IT staff to their membership that are not based at the physical address provided, unless previously agreed upon by Info-Tech Research Group. Memberships that cover multiple business locations, and/or departments, and/or divisions and/or subsidiaries/parent companies are available, but will be considered "open market" and quoted on a customized basis. Organizations with more than 100 IT staff fit in the Enterprise segment and will be quoted on a customized basis.

Where an organization has several divisions, departments or business units at a single location, each business unit or division must purchase their own team membership or purchase a custom license. Once purchased, the customer may determine how many members of the staff at their site will have login access and receive email distribution of research content.

Where a customer outsources a significant portion of IT functions, Info-Tech will determine segment based on data such as annual revenue, number of staff, number of business locations, and complexity of technology operations.

Customers who are consultants, or whose primary business is consulting may only purchase a Medium, Large, or Enterprise site license regardless of whether the number of IT staff is less than 10.

Info-Tech reserves the right to determine what constitutes a site, and to apply a segment to the customer for the purposes of determining the license available for purchase.

## Small Enterprise Bronze Membership

Bronze membership includes team access to the following features:

- **Core Project and Technology Research within the Applications and Infrastructure Silo:** Blueprints to help you succeed with your applications and infrastructure projects
- **IT Management & Governance:** 45 comprehensive, connected methodologies for improving core IT processes.
- **Management and Governance Diagnostic:** Diagnostic program to assess the importance and effectiveness of your core IT processes.
- **Vendor Evaluations:** Unbiased vendor research to help propel your product selection
- **Webinars:** Help shape our research to meet your needs

Info-Tech Segment	# of IT Staff	BRONZE GSA Discount
Small A	1 to 5	\$1,560
Small B	6 to 10	\$2,210

## Small Enterprise Silver Membership

Silver membership includes team access to the following features:

- **Core Project and Technology Research:** Blueprints to help you succeed with your applications, strategy and infrastructure projects
- **IT Management & Governance:** 45 comprehensive, connected methodologies for improving core IT processes.
- **Management and Governance Diagnostic:** Diagnostic program to assess the importance and effectiveness of your core IT processes.
- **Vendor Evaluations:** Unbiased vendor research to help propel your product selection
- **Webinars:** Help shape our research to meet your needs

Also included:

- **Unlimited Guided Implementations for 3 named users:** Our on-call industry experts help you and your team finish projects on time and with better results.
- **1 Data Driven Insight program:** Step by Step programs designed to systematically improve IT Performance
- **Contract Review & Negotiation:** Optimize your software purchase. Whether you're purchasing or renewing, our analysts will help you secure the right deal.
- **Dedicated Account Manager:** Your Account manager will ensure you get the most value from your membership.

Info-Tech Segment	# of IT Staff	SILVER GSA Discount
Small A	1 to 5	\$3,575
Small B	6 to 10	\$4,225

## Small Enterprise Gold Membership

Gold membership includes team access to the following features:

- **Core Project and Technology Research:** Blueprints to help you succeed with your applications, strategy and infrastructure projects
- **IT Management & Governance:** 45 comprehensive, connected methodologies for improving core IT processes.
- **Management and Governance Diagnostic:** Diagnostic program to assess the importance and effectiveness of your core IT processes.
- **Vendor Evaluations:** Unbiased vendor research to help propel your product selection
- **Webinars:** Help shape our research to meet your needs

Also included:

- **Unlimited Guided Implementations for the entire team:** Our on-call industry experts help you and your team finish projects on time and with better results.
- **1 Data Driven Insight program/user:** Step by Step programs designed to systematically improve IT Performance
- **Contract Review & Negotiation:** Optimize your software purchase. Whether you're purchasing or renewing, our analysts will help you secure the right deal.
- **Dedicated Account Manager:** Your Account manager will ensure you get the most value from your membership.
- **10 Enterprise Advisory units** for custom research

Info-Tech Segment	# of IT Staff	GOLD GSA Discount
Small A	1 to 5	\$4,875
Small B	6 to 10	\$5,525

## Individual Access

There are four types of single (Individual Access) Memberships available.

### Reference Membership:

**A Reference Membership Seat includes access to the following features:**

- **Core Project and Technology Research:** Blueprints to help you succeed with your applications, strategy and infrastructure projects
- **IT Management & Governance:** 45 comprehensive, connected methodologies for improving core IT processes.
- **Management and Governance Diagnostic:** Diagnostic program to assess the importance and effectiveness of your core IT processes.
- **Talent & Leadership Research:** Lead your team effectively with powerful talent diagnostics and proven resources to help you become a better manager.
- **Vendor Evaluations:** Unbiased vendor research to help propel your product selection
- **Webinars:** Help shape our research to meet your needs

### **Also included:**

- **1 Guided Implementation:** Our on-call industry experts help you and your team finish projects on time and with better results.

Info-Tech Segment	# of IT Staff	Single Membership GSA Discount
Medium	11 to 25	\$3,695
Large	26 to 100	\$3,695
Enterprise	100+	\$3,695

### Advisory Membership:

**An Advisory Membership Seat includes access to the following features:**

- **Core Project and Technology Research:** Blueprints to help you succeed with your applications, strategy and infrastructure projects
- **IT Management & Governance:** 45 comprehensive, connected methodologies for improving core IT processes.
- **Management and Governance Diagnostic:** Diagnostic program to assess the importance and effectiveness of your core IT processes.
- **Talent & Leadership Research:** Lead your team effectively with powerful talent diagnostics and proven resources to help you become a better manager.
- **Vendor Evaluations:** Unbiased vendor research to help propel your product selection
- **Webinars:** Help shape our research to meet your needs

### **Also included:**

- **Unlimited Guided Implementations:** Our on-call industry experts help you and your team finish projects on time and with better results.
- **1 Data Driven Insight program:** Step by Step programs designed to systematically improve IT Performance
- **Contract Review & Negotiation:** Optimize your software purchase. Whether you're purchasing or renewing, our analysts will help you secure the right deal.
- **Dedicated Account Manager:** Your Account manager will ensure you get the most value from your membership

Info-Tech Segment	# of IT Staff	Single Membership GSA Discount
Medium	11 to 25	\$9,075
Large	26 to 100	\$9,075
Enterprise	100+	\$9,075

**Small Enterprise – Single Research Seat**

If you work in an organization with total IT staff of less than 10 (and serve under 200 end-users), a Small Enterprise membership provides clear, concise answers and tools connected in ways that make your job easier.

A Small Enterprise – Single Research Seat includes access to the following features:

- **Core Project and Technology Research:** Blueprints to help you succeed with your applications, strategy and infrastructure projects
- **IT Management & Governance:** 45 comprehensive, connected methodologies for improving core IT processes.
- **Management and Governance Diagnostic:** Diagnostic program to assess the importance and effectiveness of your core IT processes.
- **Talent & Leadership Research:** Lead your team effectively with powerful talent diagnostics and proven resources to help you become a better manager.
- **Vendor Evaluations:** Unbiased vendor research to help propel your product selection
- **Webinars:** Help shape our research to meet your needs

Info-Tech Segment	# of IT Staff	Single Membership GSA Discount
Small A	1 to 5	\$840
Small B	6 to 10	\$840

**Small Enterprise – Single Advisory Seat**

A Small Enterprise – Single Advisory Seat Includes access to the following features:

- **Core Project and Technology Research:** Blueprints to help you succeed with your applications, strategy and infrastructure projects
- **IT Management & Governance:** 45 comprehensive, connected methodologies for improving core IT processes.
- **Management and Governance Diagnostic:** Diagnostic program to assess the importance and effectiveness of your core IT processes.
- **Talent & Leadership Research:** Lead your team effectively with powerful talent diagnostics and proven resources to help you become a better manager.
- **Vendor Evaluations:** Unbiased vendor research to help propel your product selection
- **Webinars:** Help shape our research to meet your needs

**Also included:**

- **Unlimited Guided Implementation:** Our on-call industry experts help you and your team finish projects on time and with better results.

- **1 Data Driven Insight program:** Step by Step programs designed to systematically improve IT Performance
- **Contract Review & Negotiation:** Optimize your software purchase. Whether you're purchasing or renewing, our analysts will help you secure the right deal.
- **Dedicated Account Manager:** Your Account manager will ensure you get the most value from your membership.

Info-Tech Segment	# of IT Staff	Single Membership GSA Discount
Small A	1 to 5	\$4,635
Small B	6 to 10	\$4,635

**Enterprise Access**

Info-Tech offers enterprise access that supports an entire IT Department with both reference level and advisory level access:

Info-Tech Segment	Description and # of IT Staff	Enterprise Access Membership GSA Discount
Enterprise Access Membership	<p><b>Enterprise Membership:</b>                      The Enterprise membership is designed to support the entire IT organization and licensing is based on the total number of IT staff. The base level Enterprise membership provides seats for up to 20 users. 2 of the users will get full Advisory Access. Additional seats are priced at \$453.40/seat. Every 10th user will get Advisory Access. Every 10th user will get Advisory Access.</p> <p>Each user will gain access to the following features:</p> <ul style="list-style-type: none"> <li>• Core Project and Technology Research: Blueprints to help you succeed with your applications, strategy and infrastructure projects</li> <li>• IT Management &amp; Governance: 45 comprehensive, connected methodologies for improving core IT processes.</li> <li>• Management and Governance Diagnostic: Diagnostic program to assess the importance and effectiveness of your core IT processes.</li> <li>• Talent &amp; Leadership Research: Lead your team effectively with powerful talent diagnostics and proven resources to help you become a better manager.</li> <li>• Vendor Evaluations: Unbiased vendor research to help propel your product selection</li> <li>• Webinars: Help shape our research to meet your needs</li> </ul>	\$18,136.02

	<ul style="list-style-type: none"> <li>• Policy Management Software: Support every stage of the policy management lifecycle with centralized policy software.</li> </ul>	
Enterprise Access Membership Additional Seats	Provides the same services as described in the Enterprise Membership offering.	\$453.40
Executive Membership	<p><b>Executive Membership:</b> The Executive Membership supports an individual IT executive or manager, plus his or her direct reports (a workgroup). Seat holders cannot include the senior most IT executive (i.e. CIO). Reference seats can be purchased for up to 9 additional team members for \$906.80/seat. The Executive Membership provides access to the following features:</p> <ul style="list-style-type: none"> <li>• Core Project and Technology Research: Blueprints to help you succeed with your applications, strategy and infrastructure projects</li> <li>• IT Management &amp; Governance: 45 comprehensive, connected methodologies for improving core IT processes.</li> <li>• Management and Governance Diagnostic: Diagnostic program to assess the importance and effectiveness of your core IT processes.</li> <li>• Talent &amp; Leadership Research: Lead your team effectively with powerful talent diagnostics and proven resources to help you become a better manager.</li> <li>• Vendor Evaluations: Unbiased vendor research to help propel your product selection</li> </ul>	\$12,695.21

	<ul style="list-style-type: none"> <li>• Webinars: Help shape our research to meet your needs</li> <li>• Unlimited Guided Implementations: Our on-call industry experts help you and your team finish projects on time and with better results.</li> <li>• 1 Data Drive Insight program: Step by Step programs designed to systematically improve IT Performance</li> <li>• Contract Review &amp; Negotiation: Optimize your software purchase. Whether you're purchasing or renewing, our analysts will help you secure the right deal.</li> <li>• Dedicated Account Manager: Your Account manager will ensure you get the most value from your membership</li> </ul>	
Executive Membership - Additional Seats	Additional Executive Membership Seats provide the same services as described in the Enterprise Membership product and are purchased for each IT staff member the needs an Executive Membership.	\$906.80

## Service Details

### Accessing Info-Tech Services

Our Services include an easy to administrate access model that will allow maximum access by IT team members. Each Research Member is assigned a username and password and receives a new user tour upon registration.

The Services are provided via the Web using, as a minimum, Internet Explorer 6 and Mozilla Firefox 2.x Web browsers for a Windows environment. All of our online downloads are available in MS Office formats, PDF or Zip files containing the same formats.

We have clients in a wide variety of locations and time zones, and we accommodate them based on the times that are common to our respective time zones. Our analysts work from 9:00 am to 5:00 pm Eastern Time for telephone consultations.

Analysts are available at their earliest opportunity, but due to the amount of preparation involved, a minimum of 24 hours lead time is required. Generally, if there are no travel complications, analysts are available within 2-3 business days of the request.

### Dedicated Account Management

Our clients have a dedicated Senior Account Manager to manage service delivery to your enterprise on a regional and national level. You will also be assigned a customer service representative who can assist with research requests and site usage.

Your account manager and customer service representative are available from 08:00 a.m. to 5:00 p.m. (Eastern Time), Monday to Friday. Customer service is also available online using the Live Chat function of our website.

This dedicated service can be used to:

- Make account inquiries, including adding or deleting members on your account
- Obtain help locating specific research
- Gain assistance using all membership resources