



# ***Benchmarks.gsa.gov***

## **User Guide**

*Acquisition*  
*Financial Management*  
*Human Capital*  
*IT Management*  
*Real Property*

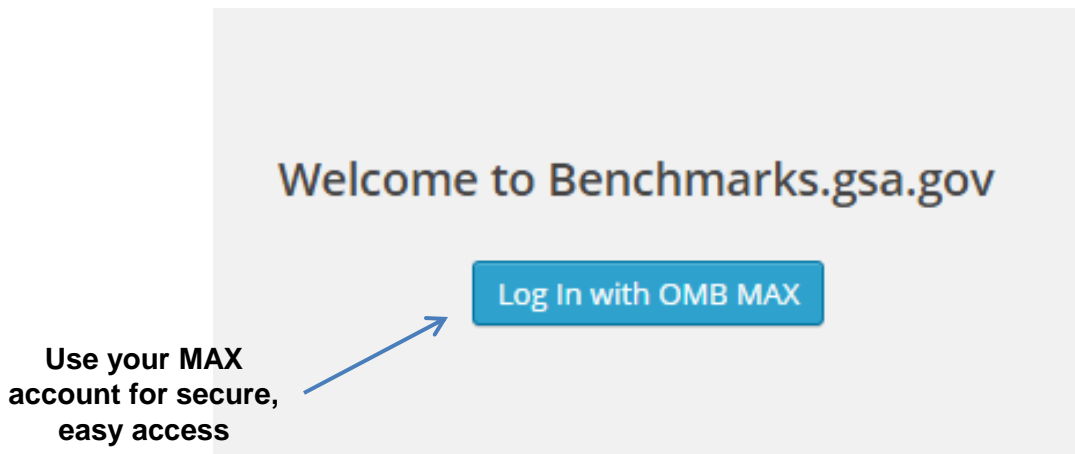


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# Log in

Anyone with a .gov email address and a MAX log-in will be able to access the site. Go to [Benchmarks.gsa.gov](https://benchmarks.gsa.gov) and click on the OMB MAX button. You'll be taken to the MAX log-in screen, where you'll enter your MAX ID. If you do not have a MAX ID, you can set one up at [MAX Sign-Up](#).



## **For first-time users of Benchmarks.gsa.gov – Registration Instructions**

1. After logging into MAX, you'll be asked to register for the benchmarks site by sending an email to [benchmarks@gsa.gov](mailto:benchmarks@gsa.gov) with "ACCESS REQUEST" in the subject line.
2. Within 24 hours (and probably much faster), we will register you and send a confirmation email.
3. After that, you'll always be able to log in with just your MAX ID.

# Select a function

Choose one of the five mission-support functions on the “*View Benchmarks by Function*” drop-down menu...

...or click on any of the function icons.

The screenshot shows the website's navigation bar with the following links: [View Benchmarks by Function](#), [Metric Definitions](#), [Working with the Charts](#), and [Contact Us](#). A search bar is located on the right with the placeholder text "enter search terms" and a "search" button. Below the navigation bar is the heading "Enabling Data-Driven Decisions" followed by a welcome message: "Welcome to the Benchmarking Portal, where you have full access to data provided by all 24 CFO Act agencies and more than 150 of their components / bureaus. The benchmarks encompass nearly 40 separate metrics across five mission-support functions: Acquisition, Financial Management, Human Capital, IT Management and Real Property." Below this is a paragraph describing the site's objectives: "This website allows users to accomplish two main objectives: 1) Dynamically compare your agency and bureau performance to others across government by customizing peer groups and charts; and 2) Download benchmarking data and charts from the Portal, making it easy to conduct your own analysis, merge with other data sets, and embed the charts in your internal presentations. In short, you can integrate the data into your decision-making processes." A section titled "View the Benchmarks" contains five icons representing the functions: Acquisition (hands writing on a document), Financial Management (calculator and glasses), Human Capital (group of people), IT Management (person with tablet), and Real Property (modern building). At the bottom, a paragraph states: "The site is open to all Federal government employees or sponsored contractors through MAX authentication. It is not accessible by the public. The benchmarking data shown here was collected during mid-2014 and represents the first phase of the initiative, focusing primarily on cost and efficiency measures. The next phase will target customer satisfaction and service quality metrics within mission-support functions, to be collected in late 2014/early 2015. The Benchmarking Portal will be adding features and capabilities in the coming months as well."

Access detailed definitions and sources for all metrics

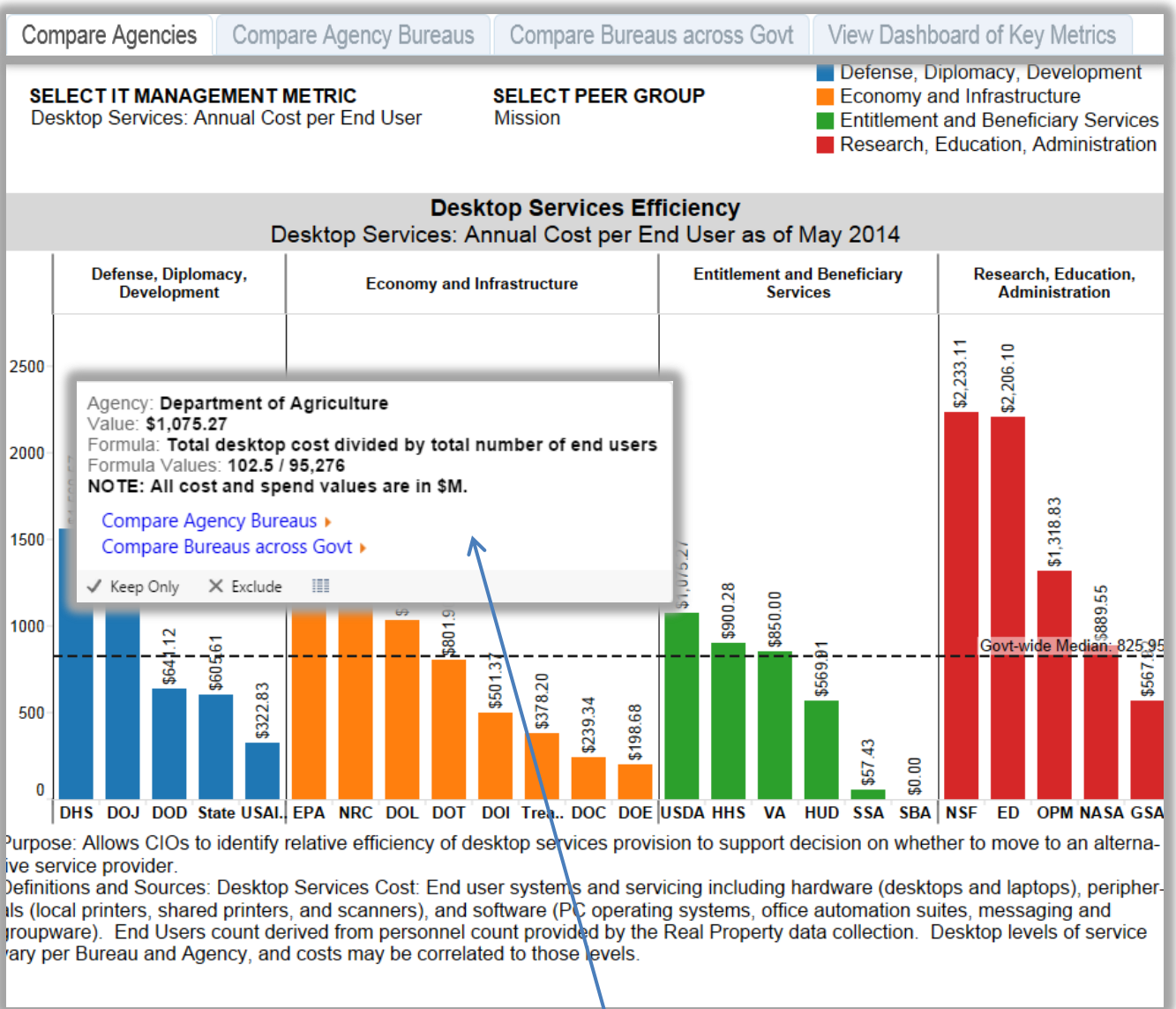
# Choose your data view

Compare all 24 Agencies

Compare Bureaus within an Agency

Compare Bureaus across Government

In one glance, view 4 key functional metrics

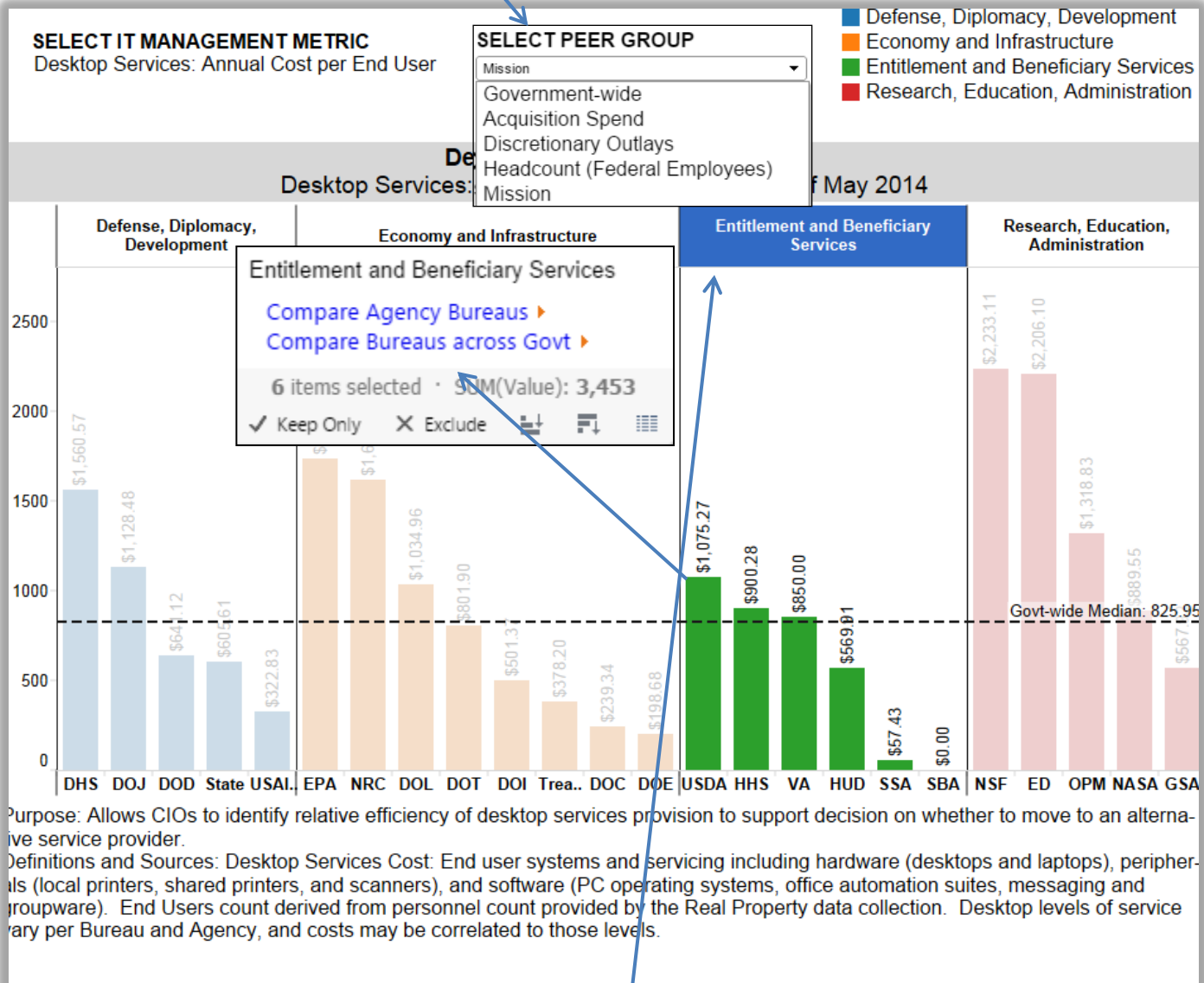


Purpose: Allows CIOs to identify relative efficiency of desktop services provision to support decision on whether to move to an alternative service provider.  
Definitions and Sources: Desktop Services Cost: End user systems and servicing including hardware (desktops and laptops), peripherals (local printers, shared printers, and scanners), and software (PC operating systems, office automation suites, messaging and groupware). End Users count derived from personnel count provided by the Real Property data collection. Desktop levels of service vary per Bureau and Agency, and costs may be correlated to those levels.

Hover over a bar to see details, including the underlying data and metric calculation

# View different peer groups

Choose among several pre-set peer groups to cluster similar agencies with each other

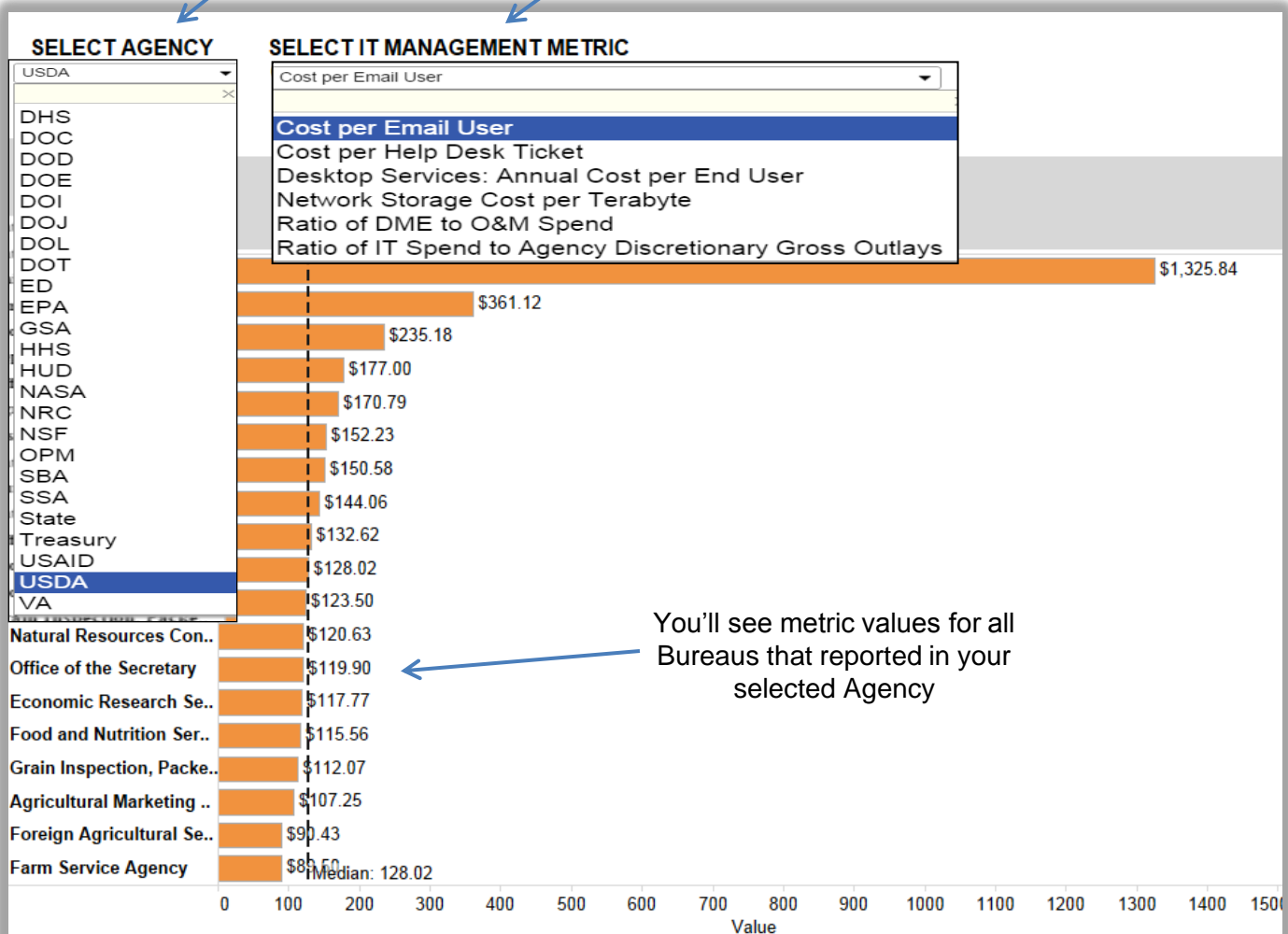


Click on peer group titles for options to view data within that group

# Compare Bureaus within an Agency

Choose an Agency

Choose a management metric within the selected function



You'll see metric values for all Bureaus that reported in your selected Agency

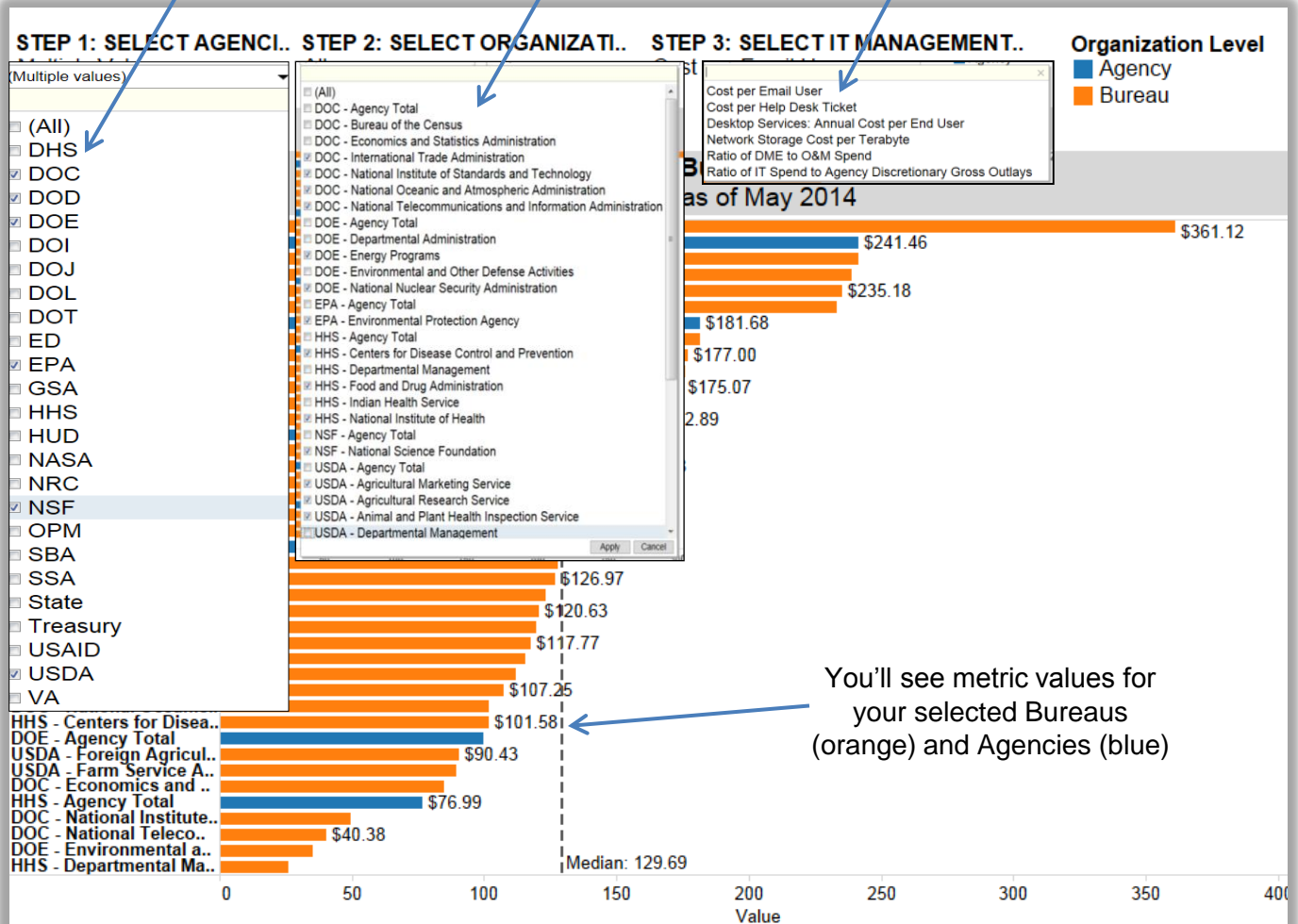
Purpose: Allows CIOs to identify relative efficiency of email provision to support decision on whether to move to an alternative provider  
 Definitions and Sources: Email Costs includes all costs associated with providing an email service to an agency, excluding costs previously reported in desktop services. Email users include all inboxes issued by an agency. Email levels of service vary per Bureau and Agency, and costs may be correlated to those levels.

# Compare Bureaus across Government

Step 1: Choose one or more Agencies and click *apply*

Step 2: Choose Bureaus to compare and click *apply*

Step 3: Choose the metric



You'll see metric values for your selected Bureaus (orange) and Agencies (blue)

Purpose: Allows CIOs to identify relative efficiency of email provision to support decision on whether to move to an alternative provider  
 Definitions and Sources: Email Costs includes all costs associated with providing an email service to an agency, excluding costs previously reported in desktop services. Email users include all inboxes issued by an agency. Email levels of service vary per Bureau and Agency, and costs may be correlated to those levels.

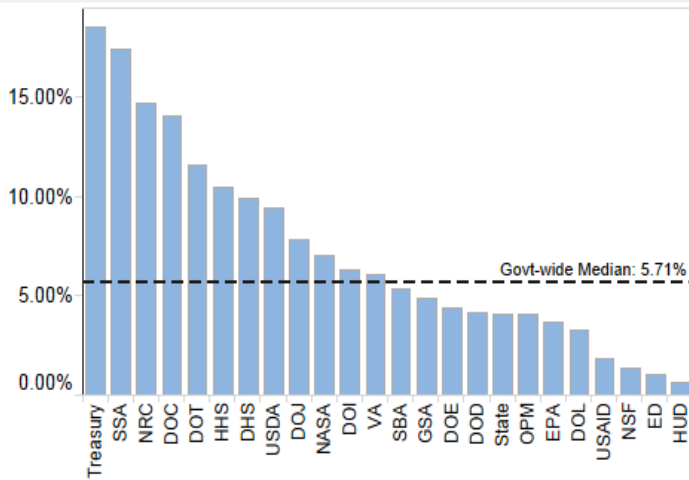


# Use the Dashboard feature

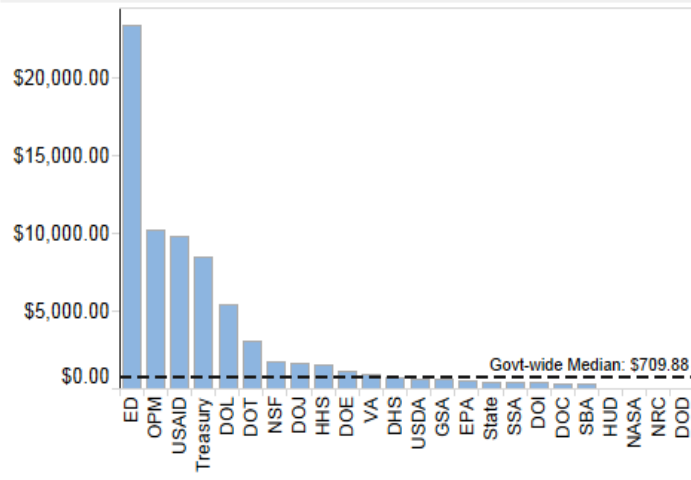
For each function, you can display a dashboard of agency comparisons for four key metrics

## Dashboard of IT Management Key Metrics (Government-wide Comparison)

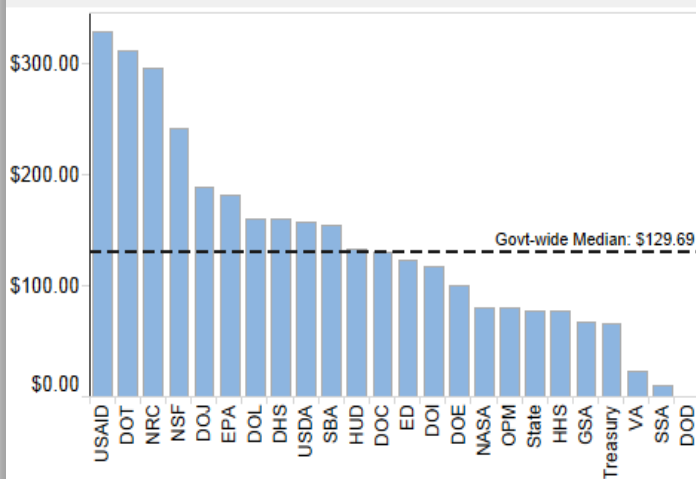
Ratio of IT Spend to Agency Discretionary Gross Outlays as of May 2014



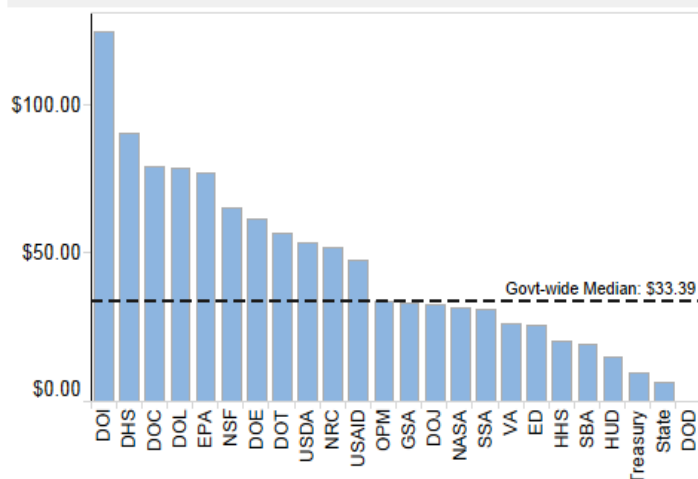
Network Storage Cost per Terabyte as of May 2014



Cost per Email User as of May 2014



Cost per Help Desk Ticket as of May 2014



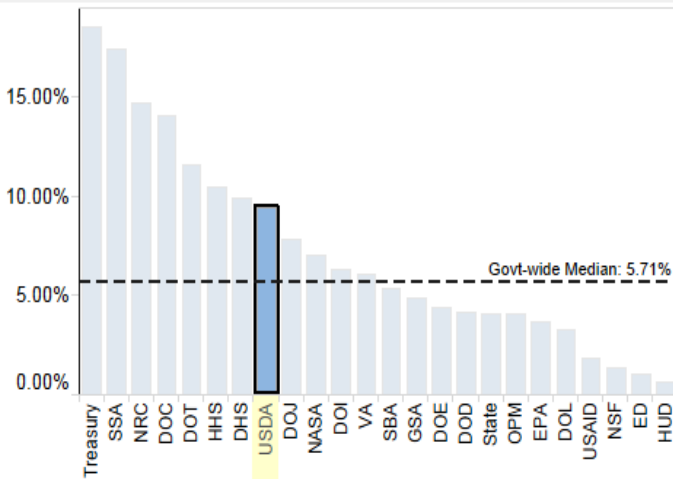
Dashboard data can be exported one metric at a time. Click on the chart prior to exporting. Read on for export instructions.

# Highlight your Agency on the Dashboard

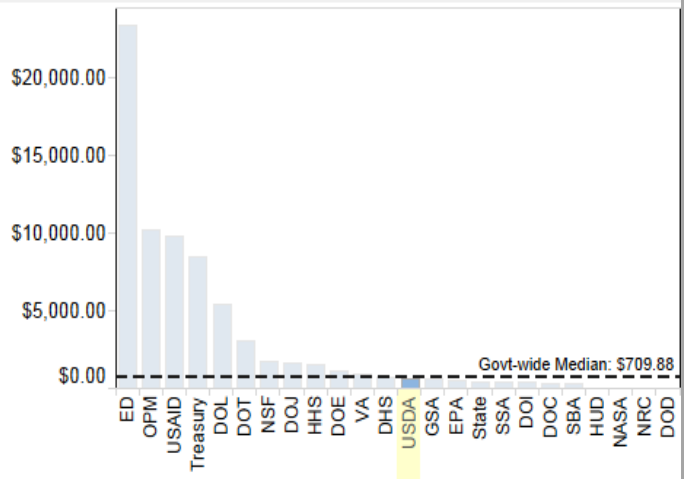
Click on a specific Agency bar to highlight that Agency across all four metrics on the dashboard, providing an “at a glance” view of Agency relative performance

## Dashboard of IT Management Key Metrics (Government-wide Comparison)

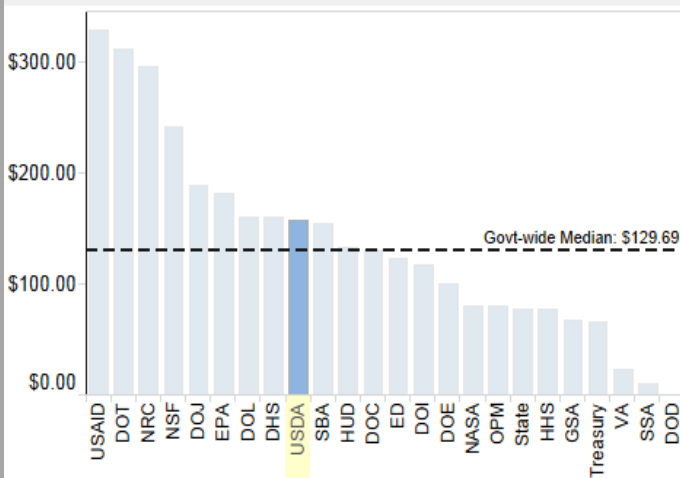
Ratio of IT Spend to Agency Discretionary Gross Outlays as of May 2014



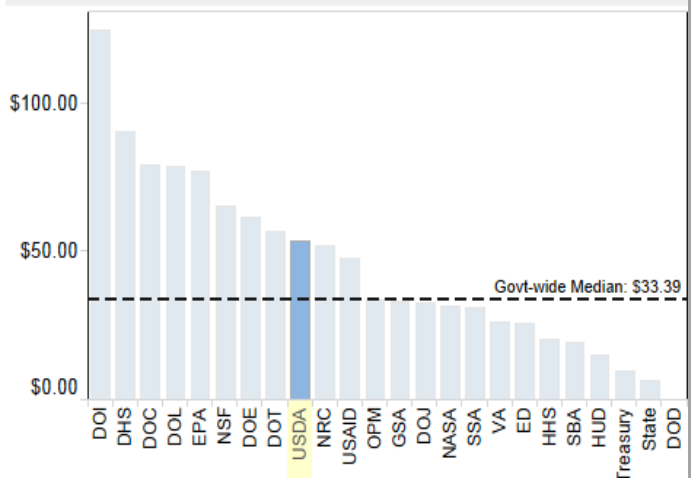
Network Storage Cost per Terabyte as of May 2014



Cost per Email User as of May 2014



Cost per Help Desk Ticket as of May 2014



# Export a chart

Click on the small icon at the bottom of the screen (circled in red) to export charts and data

**SELECT IT MANAGEMENT METRIC**  
Desktop Services: Annual Cost per End User

**SELECT PEER GROUP**  
Mission

- Defense, Diplomacy, Development
- Economy and Infrastructure
- Entitlement and Beneficiary Services
- Research, Education, Administration

### Desktop Services Efficiency

Desktop Services: Annual Cost per End User as of May 2014

Defense, Diplomacy, Development	Economy and Infrastructure	Entitlement and Beneficiary Services	Research, Education, Administration
DHS: \$1,560.57 DOJ: \$1,128.48 DOD: \$641.12			SSA: \$57.43 SBA: \$0.00 NSF: \$2,233.11 ED: \$2,206.10 OPM: \$1,318.83 NASA: \$889.55 GSA: \$567.12

Govt-wide Median: 825.95

Purpose: Allows CIOs to evaluate service provider. Definitions and Sources: Includes (local printers, shared groupware). End Users count derived from personnel count provided by the Real Property data collection. Desktop levels of service vary per Bureau and Agency, and costs may be correlated to those levels.

Share Remember my changes Edit

**Export PDF**

**Layout:**  
Portrait Landscape

**Paper Size:**  
Letter

**Scaling:**  
Automatic

**Content:**  
This Dashboard Sheets in Dashboard Sheets in Workbook

**Sheets to Export:**  
Compare Agency

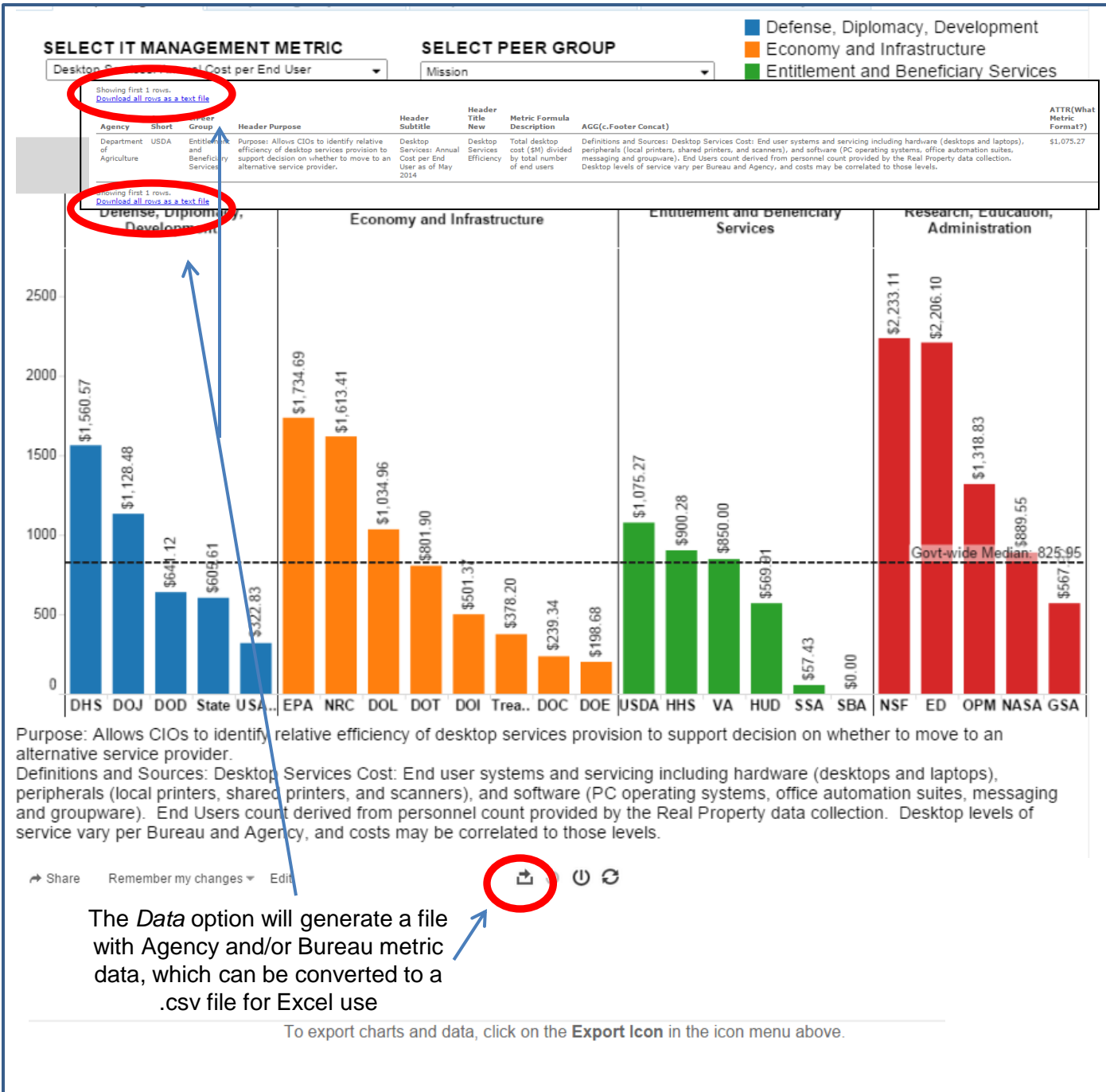
Export Cancel

To export charts and data, click on the **Export** icon in the icon menu above.

Allows you to export various resources, including a pdf of the chart.  
*Tip: if all the menu options are not initially available, click anywhere on the chart and then try again.*


# Export data for Agencies and Bureaus

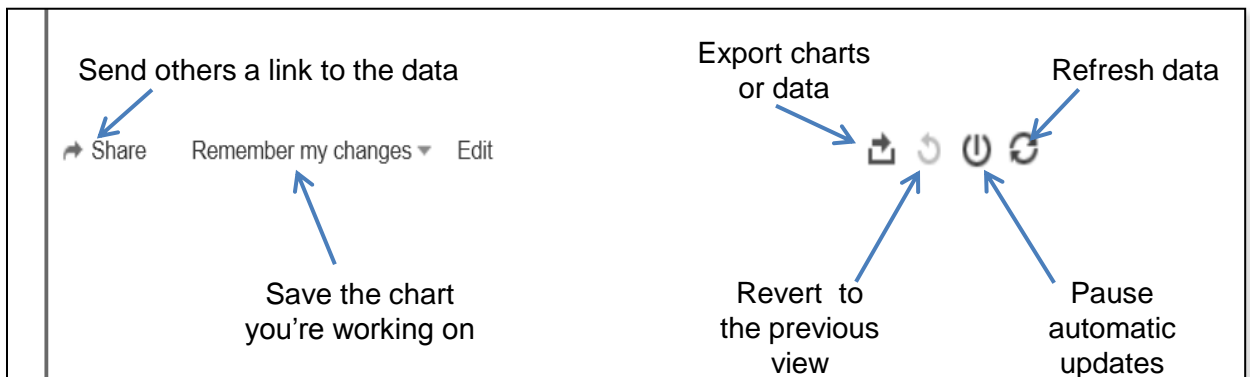
Click on the small icon at the bottom of the screen (circled in red) to export the data in the chart, including any data elements used to calculate the metric



*Tip: if all the export menu options are not initially available, click anywhere on the chart and then try again.*

# Helpful Tips

- ✓ Need a metric definition? Look at the bottom of the chart, look in “Metric Definitions” on the main menu bar, or use the Search box.
- ✓ Double-clicking on a bar will re-size the chart. To return to normal size, click on the Home icon  in the upper left corner of the chart.
- ✓ If all the export menu options are not initially available, click anywhere on the chart and then try again.
- ✓ Export your data easily by using the export icon (see below). There are reminders on the top and bottom of each page.
- ✓ At the bottom of each page, there are key features to make viewing, exporting and sharing easier:



Send questions or suggestions to [Benchmarks@gsa.gov](mailto:Benchmarks@gsa.gov)