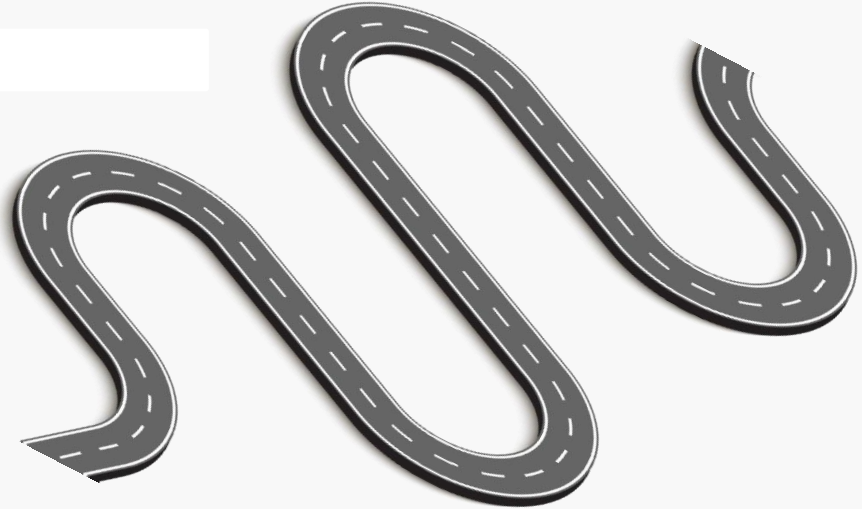


STKI 2018 Ratios

- PC support
- Networking
- Storage
- Servers
- Data Center
- DBA
- Enterprise System Management (monitoring)
- Cyber per employees (non regulated organization)

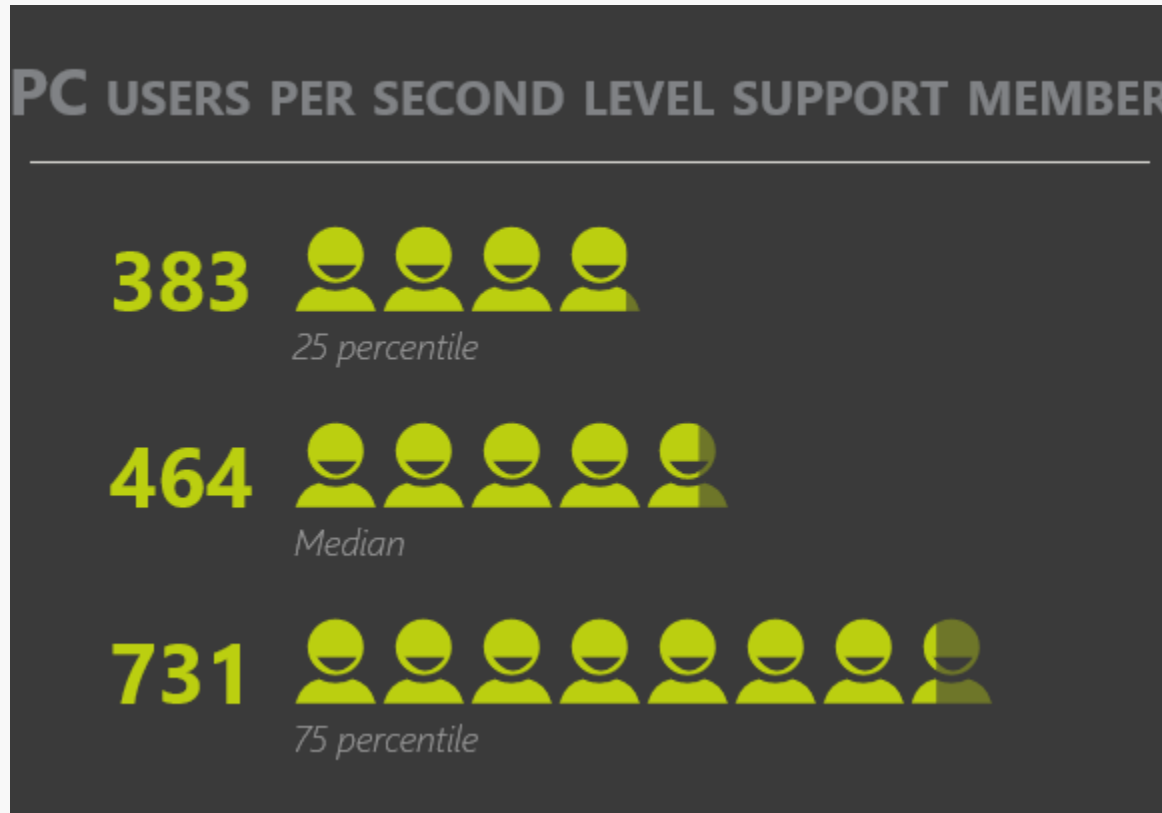


PC users per first level support staff member



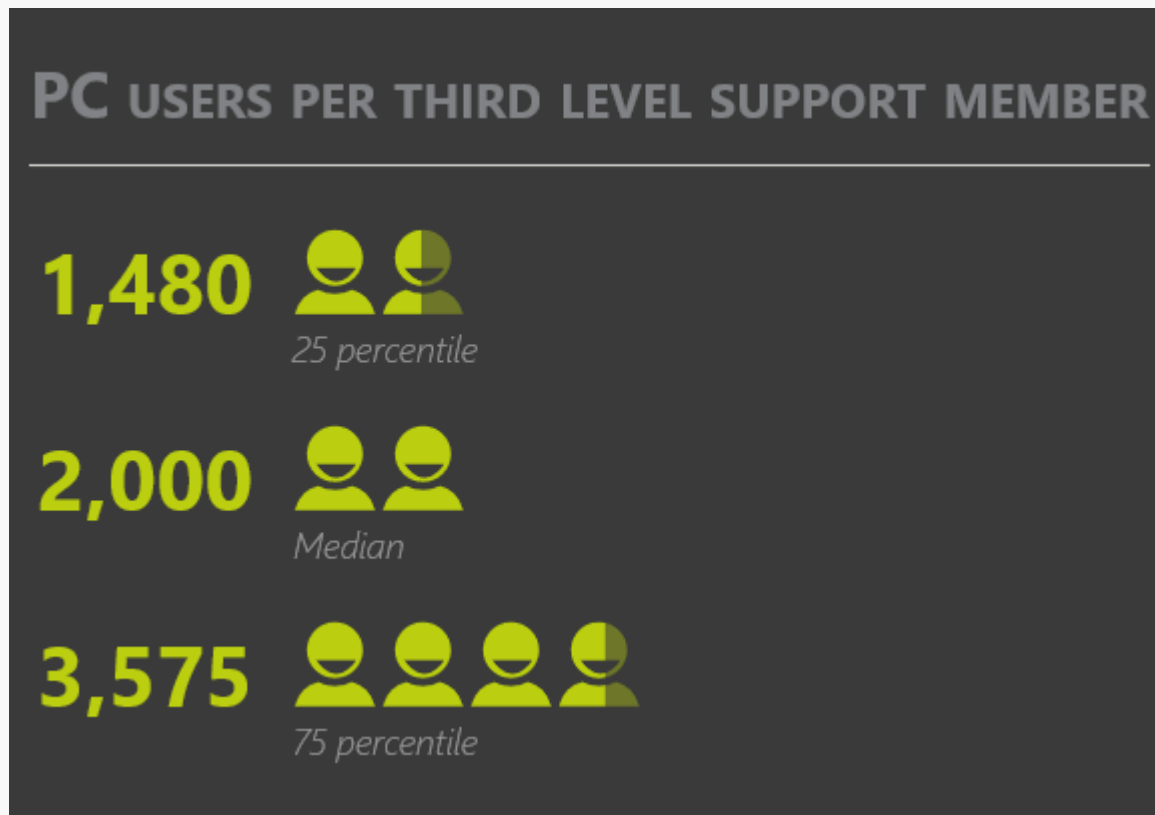
Source: STKI

PC users per second level support staff members (on site)



Source: STKI

PC users per third level support staff member (build the image)



Source: STKI

Employees per first level support staff member



Source: STKI

Employees per second level support staff members (on site)



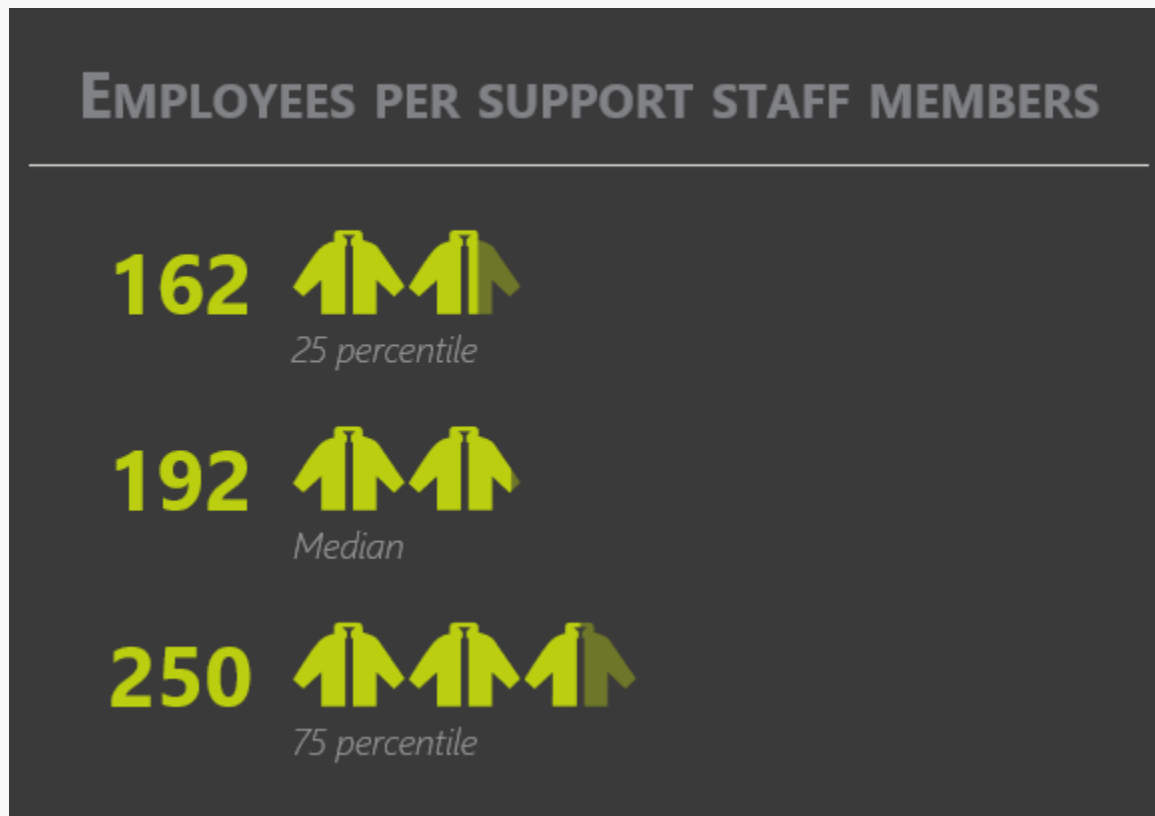
Source: STKI

Employees per third level support staff members (build the image)



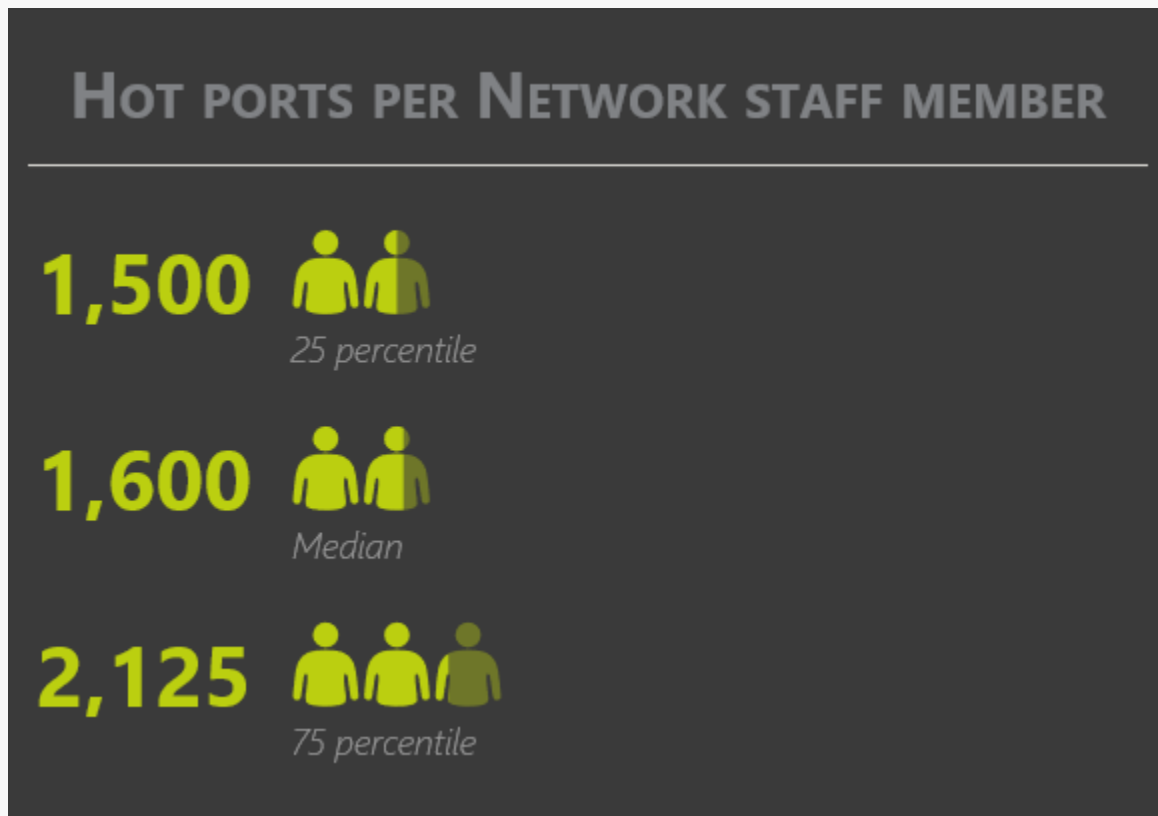
Source: STKI

Employees per total support staff members



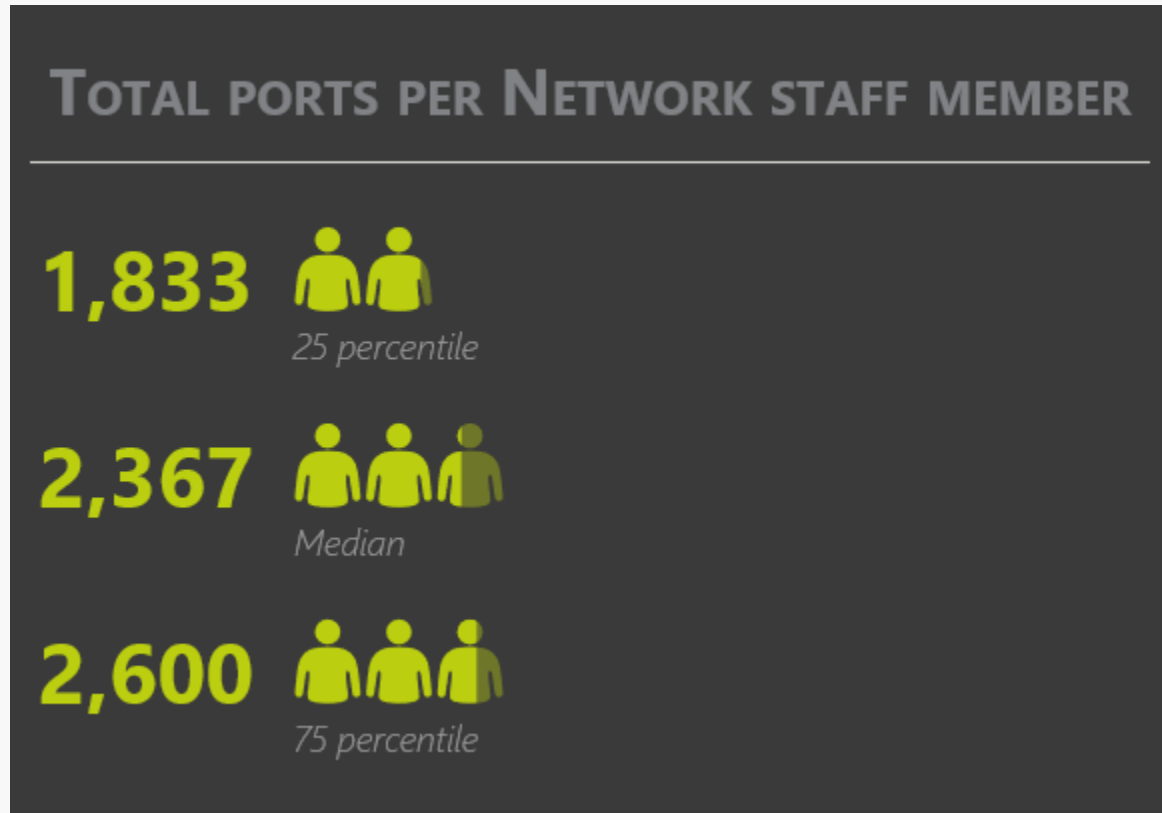
Source: STKI

Hot ports (connected) per network staf members



Source: STKI

Total ports per network staff member

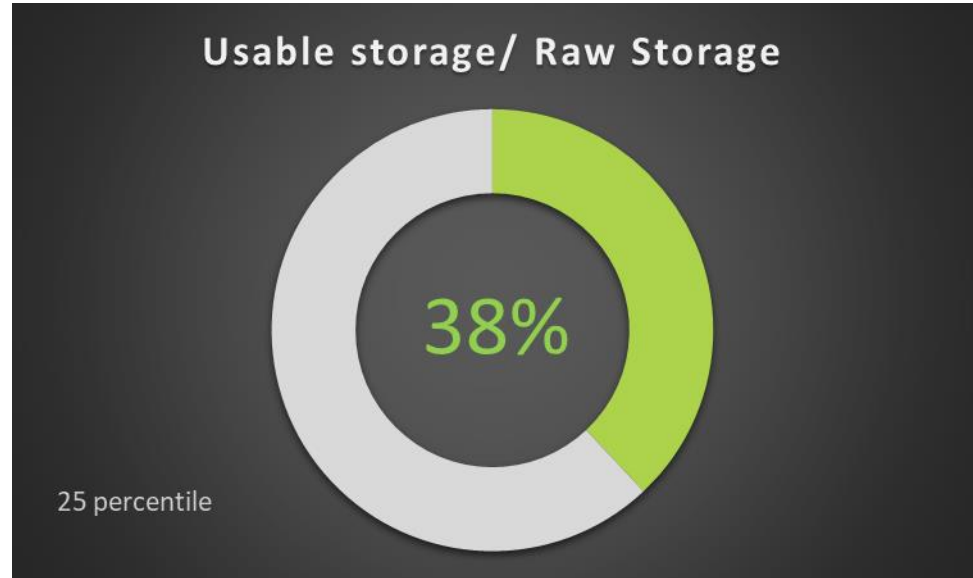


Source: STKI



Usable/Raw storage ratio

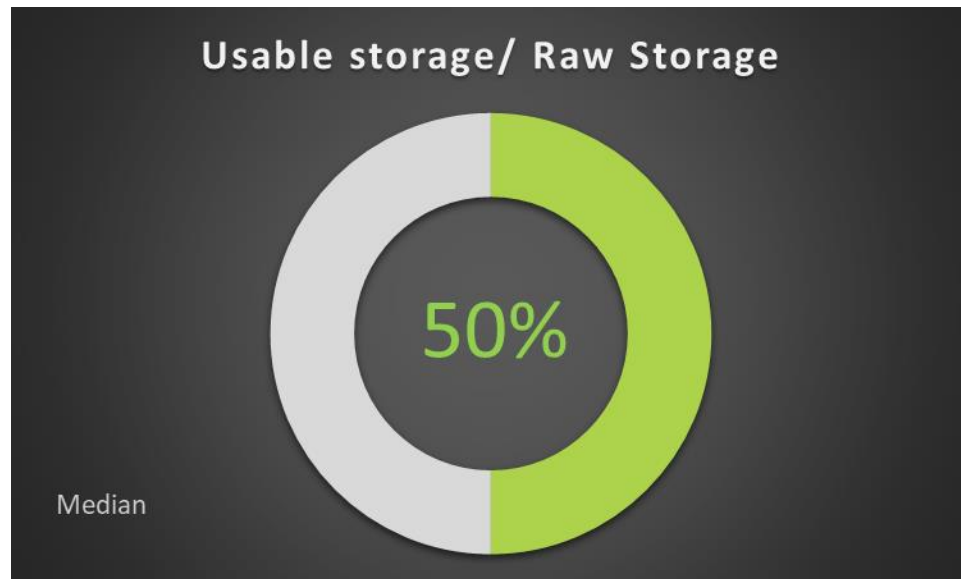
- Net Storage in this research – usable for applications:
 - After Raids
 - After replication to DRP
 - Without VTL's
 - The term “Usable storage” is tricky since with snapsactives application can see more storage then “Raw storage”



Source: STKI

Usable/Raw storage ratio

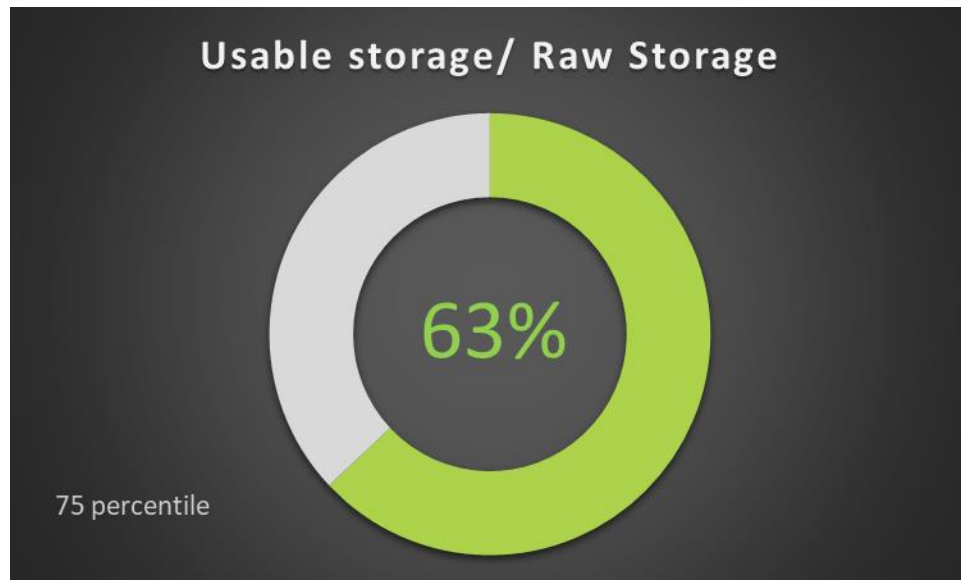
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Source: STKI

Usable/Raw storage ratio

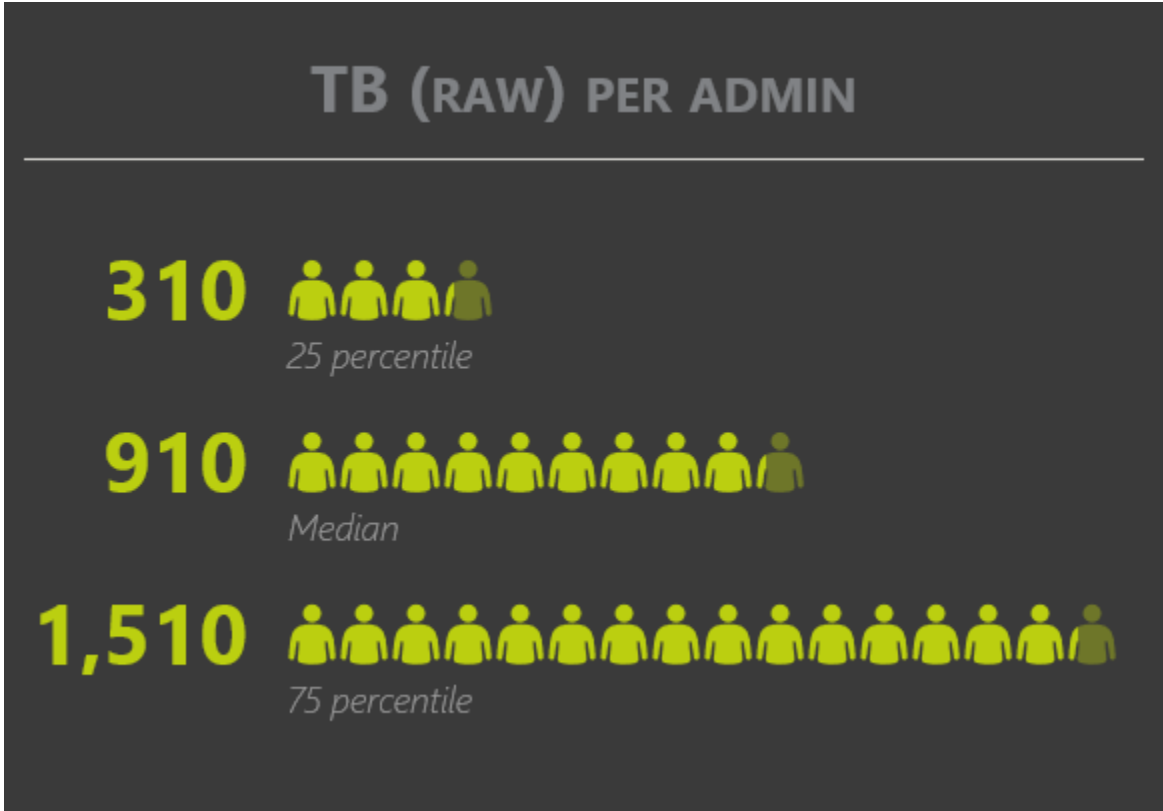
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Source: STKI

Storage Ratios

- Number of Raw TB and Usable TB per Storage Staff Member FTE (including backup and DRP of storage):

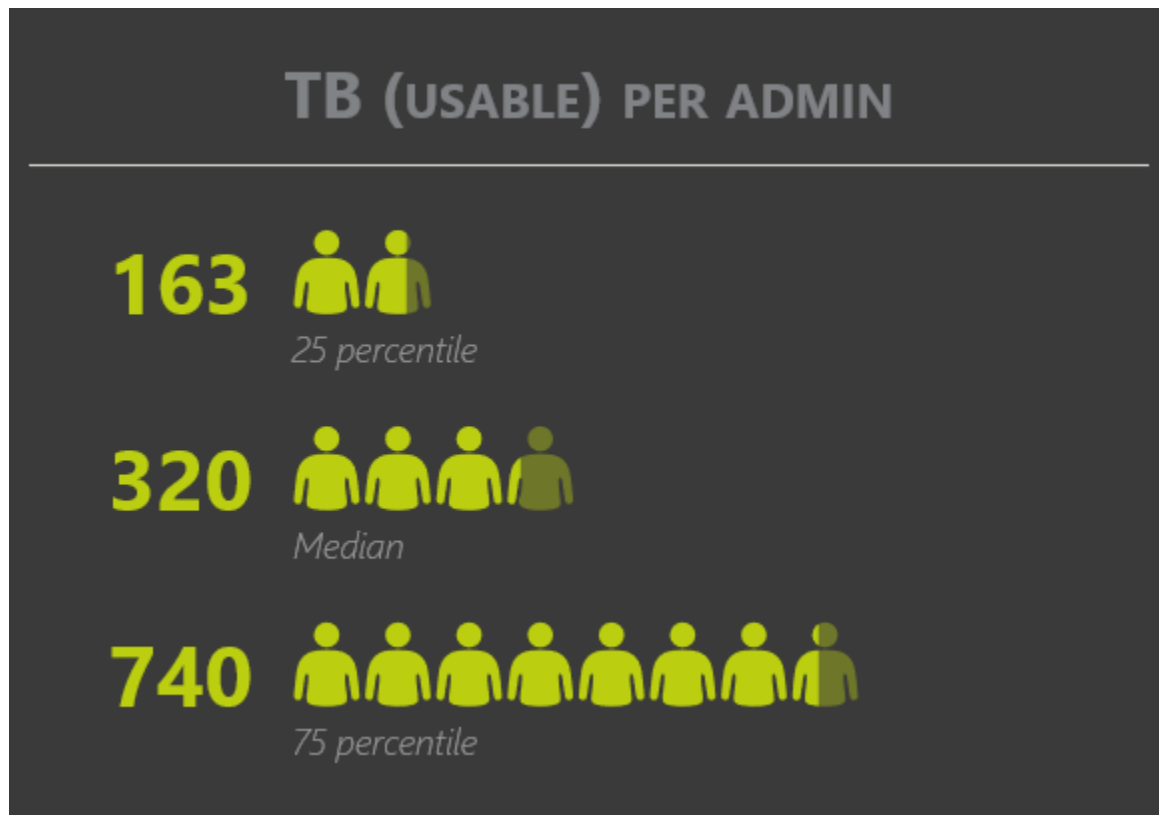


Source: STKI



Storage Ratios

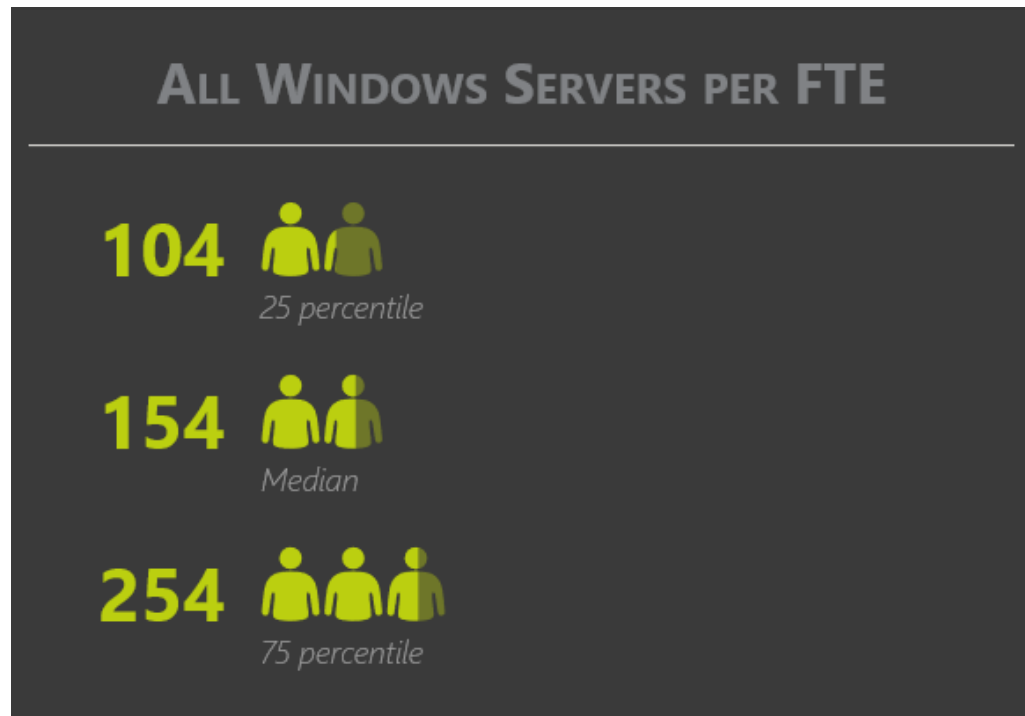
- Number of Raw TB and Usable TB per Storage Staff Member FTE (including backup and DRP of storage):



Source: STKI

Server Ratios - Windows

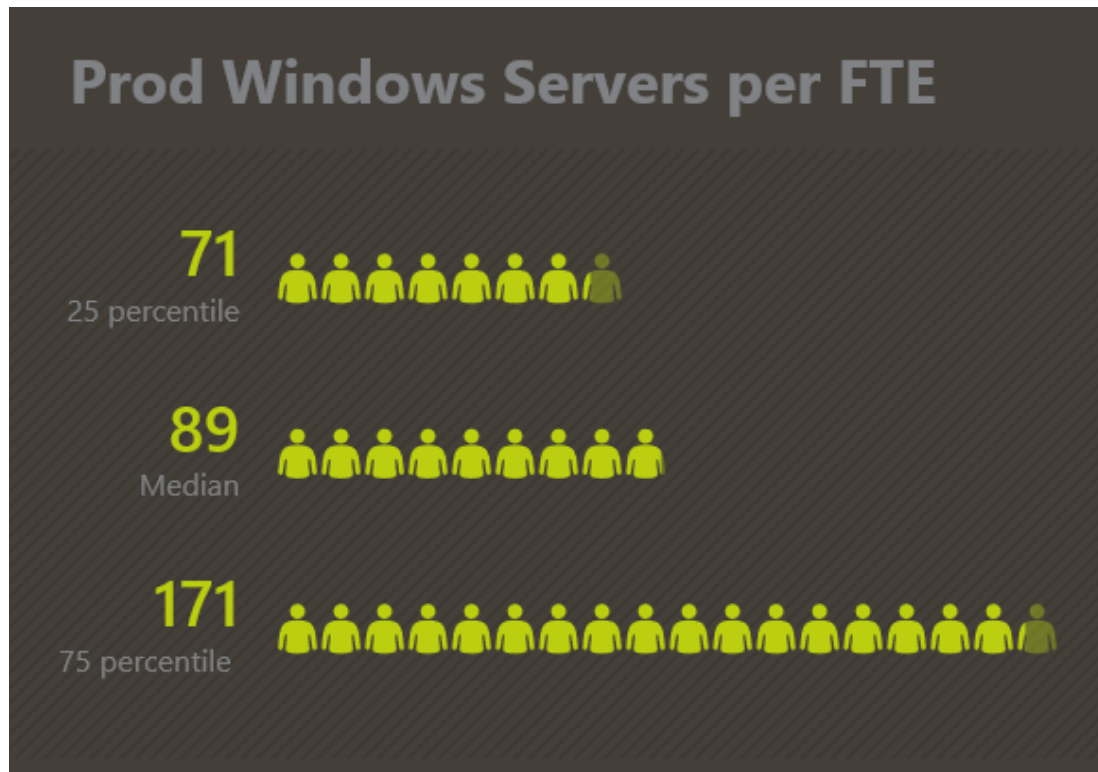
- Number of Windows Servers (logical) per System member
 - Server is either physical or virtual
 - This includes SBC\VDI (Citrix\WTS\Jetro) support
- For development environment's ratios can grow up to 700 servers per FTE
- Organizations with 100% identical servers in branches can get ratios up to 1700 servers per FTE
- Sometimes (separate) virtualization team gives services to both Windows and Linux



Source: STKI

Server Ratios - Windows

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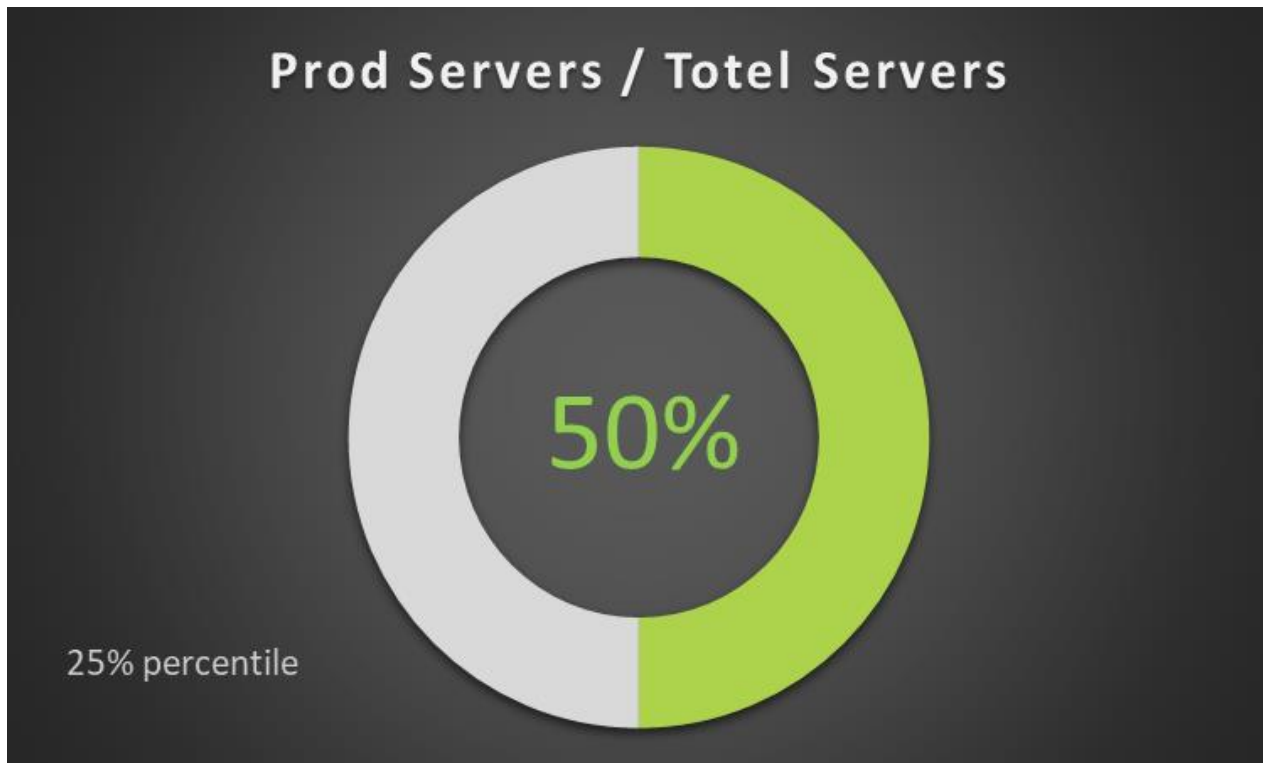


Source: STKI



Percent of Production Windows server from all Windows servers

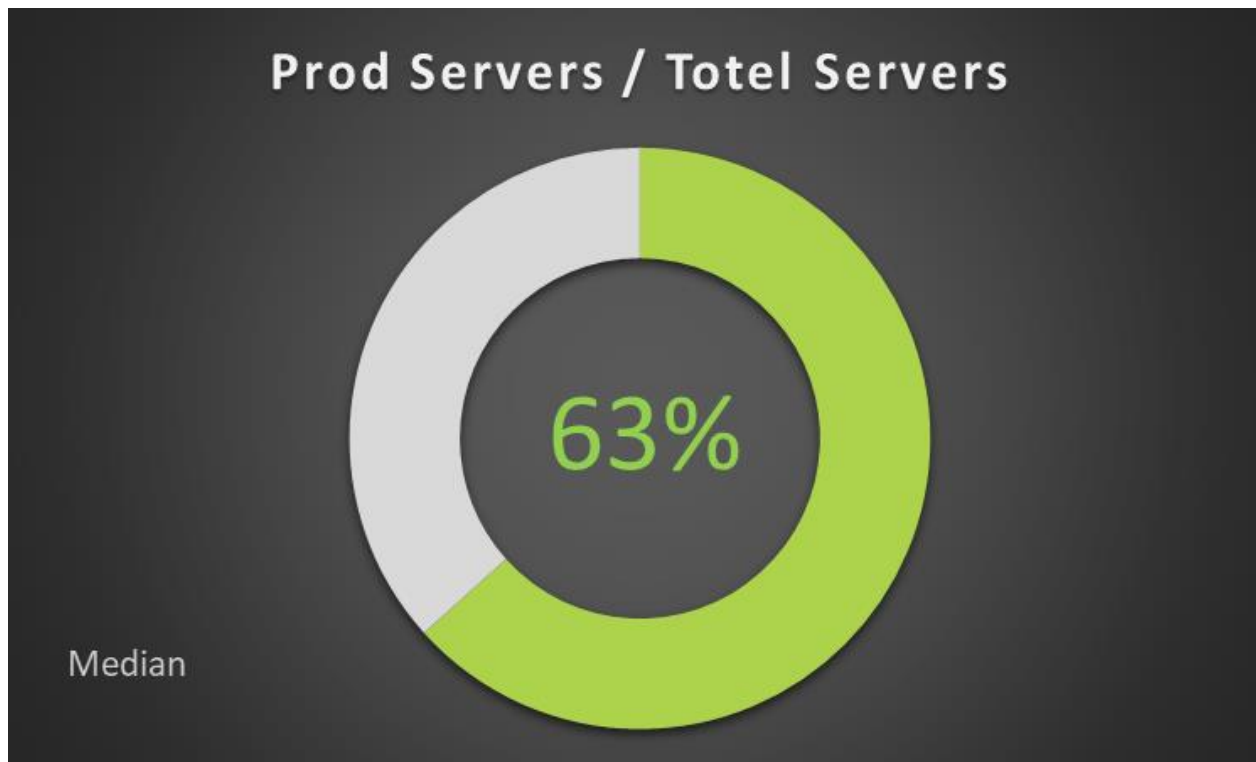
Server is either physical or virtual



Source: STKI

Percent of Production Windows server from all Windows servers

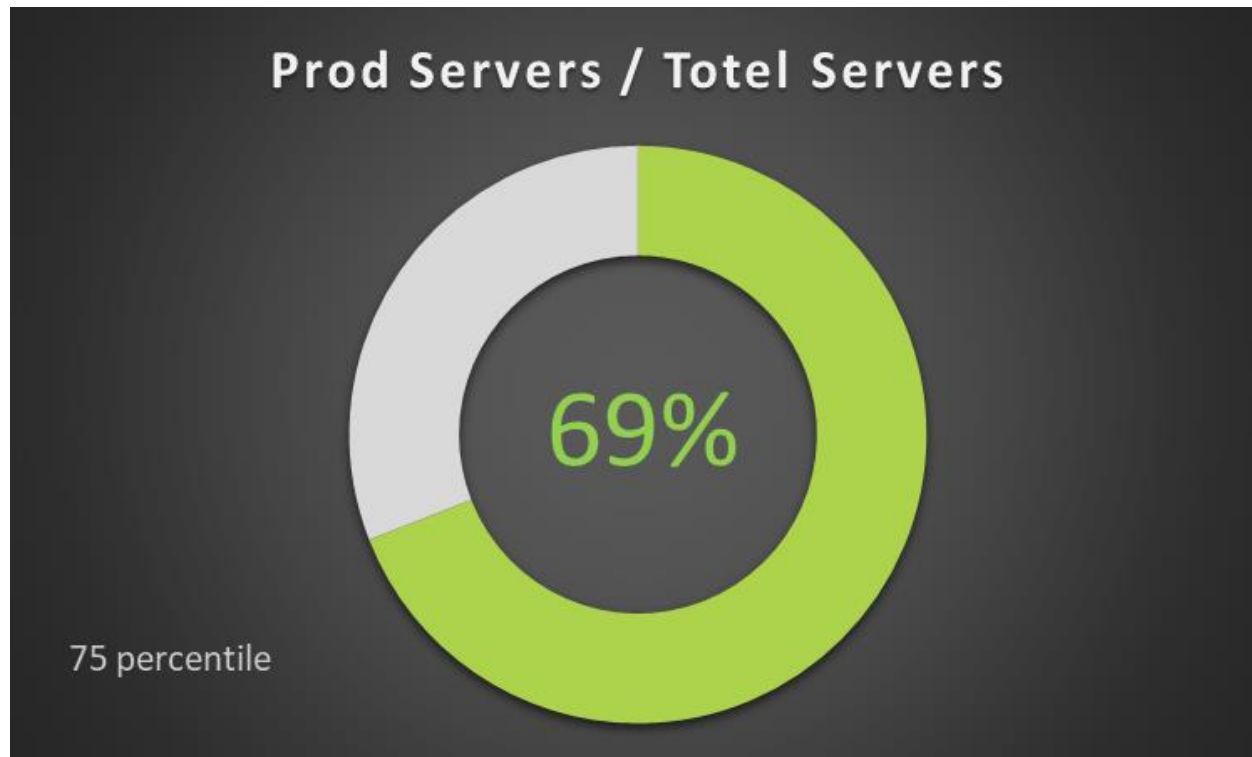
Server is either physical or virtual



Source: STKI

Percent of Production Windows server from all Windows servers

Server is either physical or virtual



Source: STKI

How many users are supported by SBC (Terminal Server\VDI) FTE

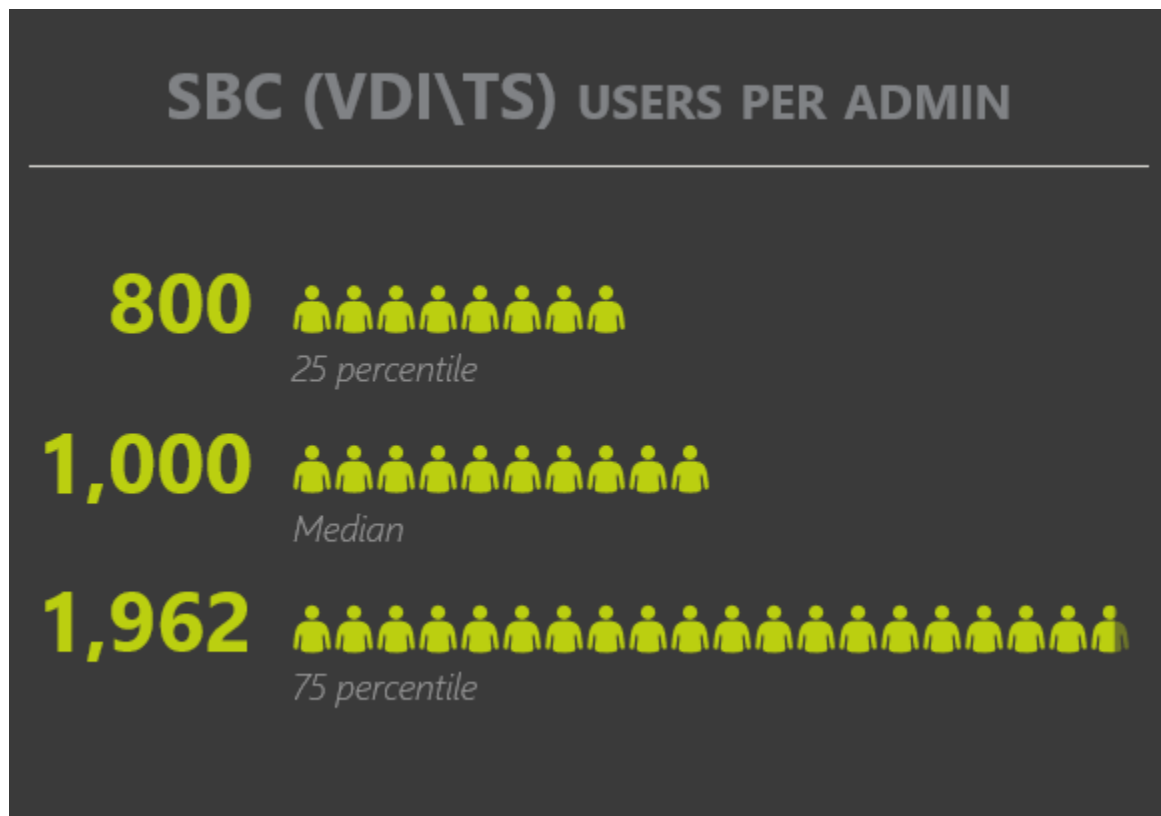
Users and not concurrent users

Users might work completely on SBC or partly (just deliver several applications)

The heavy SBC users (above 7500 users) will have “mini team” of 3-4 FTE

The rest of the users will have 0.5 to 1 FTE as part of the general system team

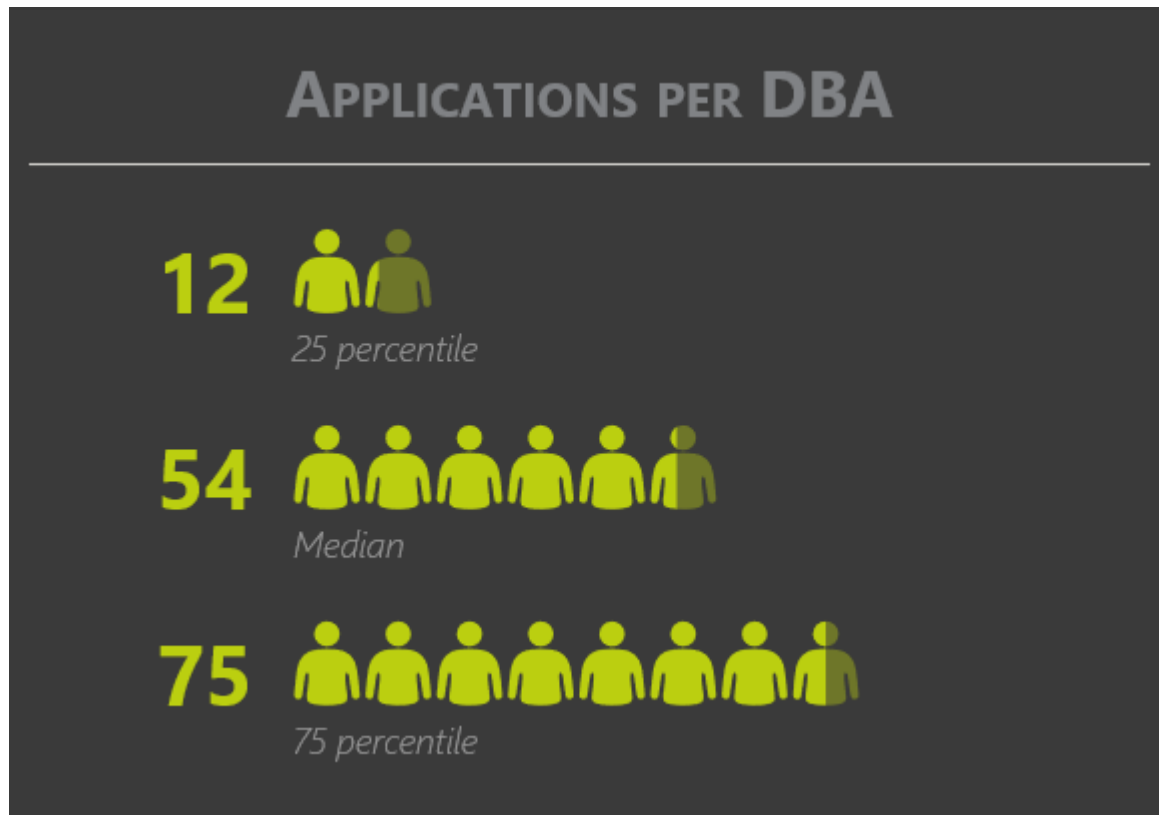
Source: STKI



DBA Ratios

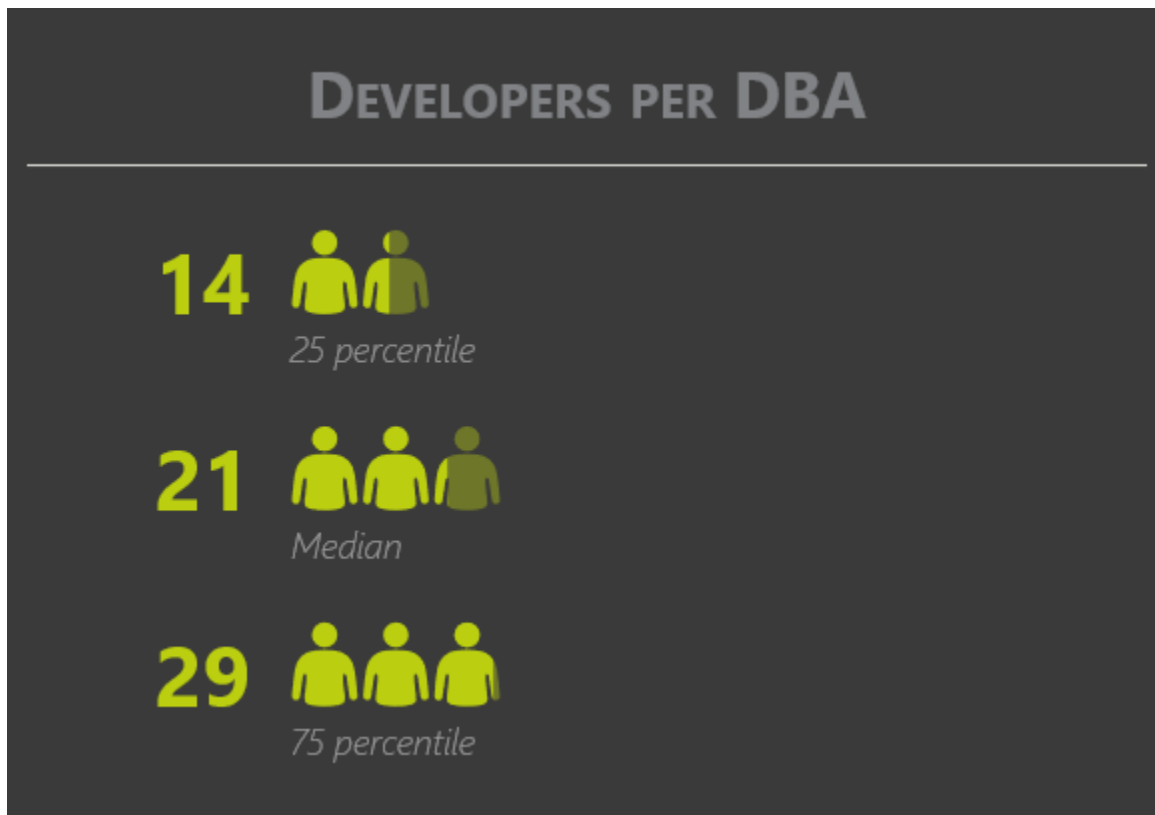
Number of open applications (all instances – dev, test, prod counted as 1) supported by DBA (very big variations...)

Source: STKI



DBMS Support Ratios

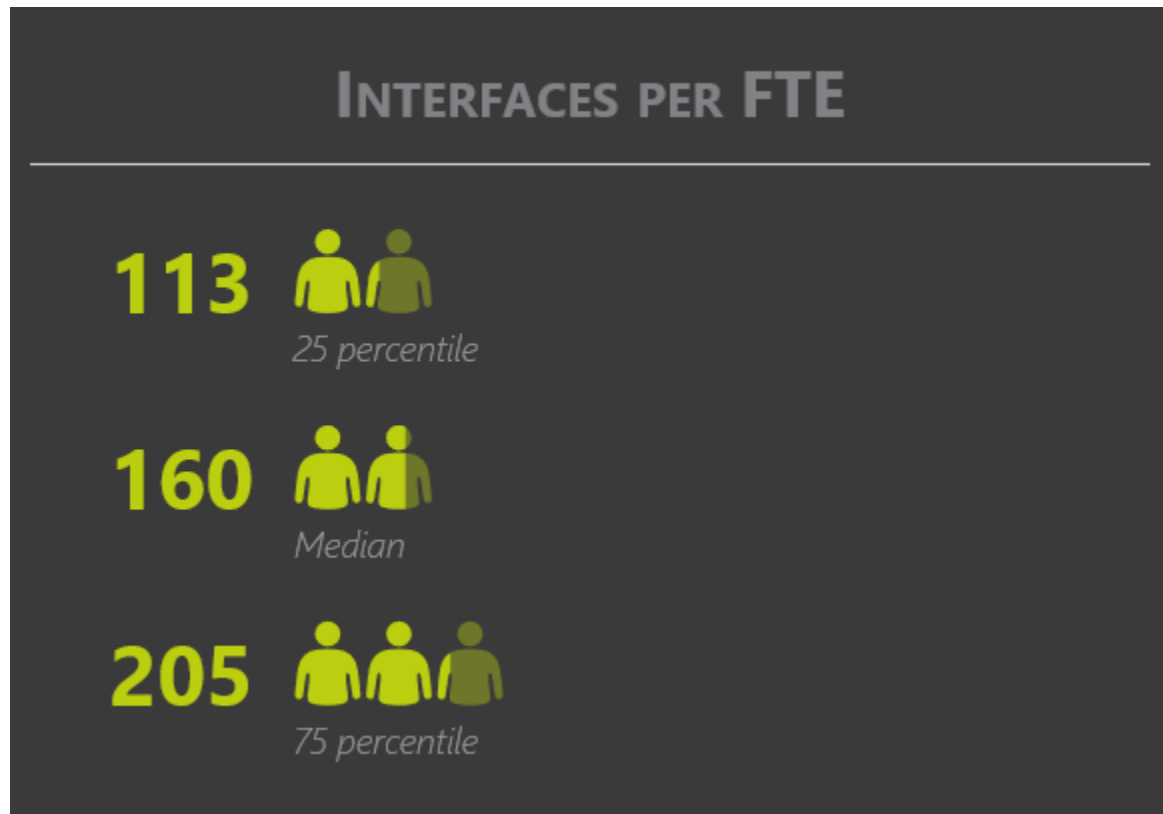
Number of developers
(in the Open) supported
by DBA FTE



Source: STKI

SOA\ESB ratio

“Interfaces” are defined and architected differently (example – “unique customer data interface” for all applications vs. several “customer data interface per each application”)

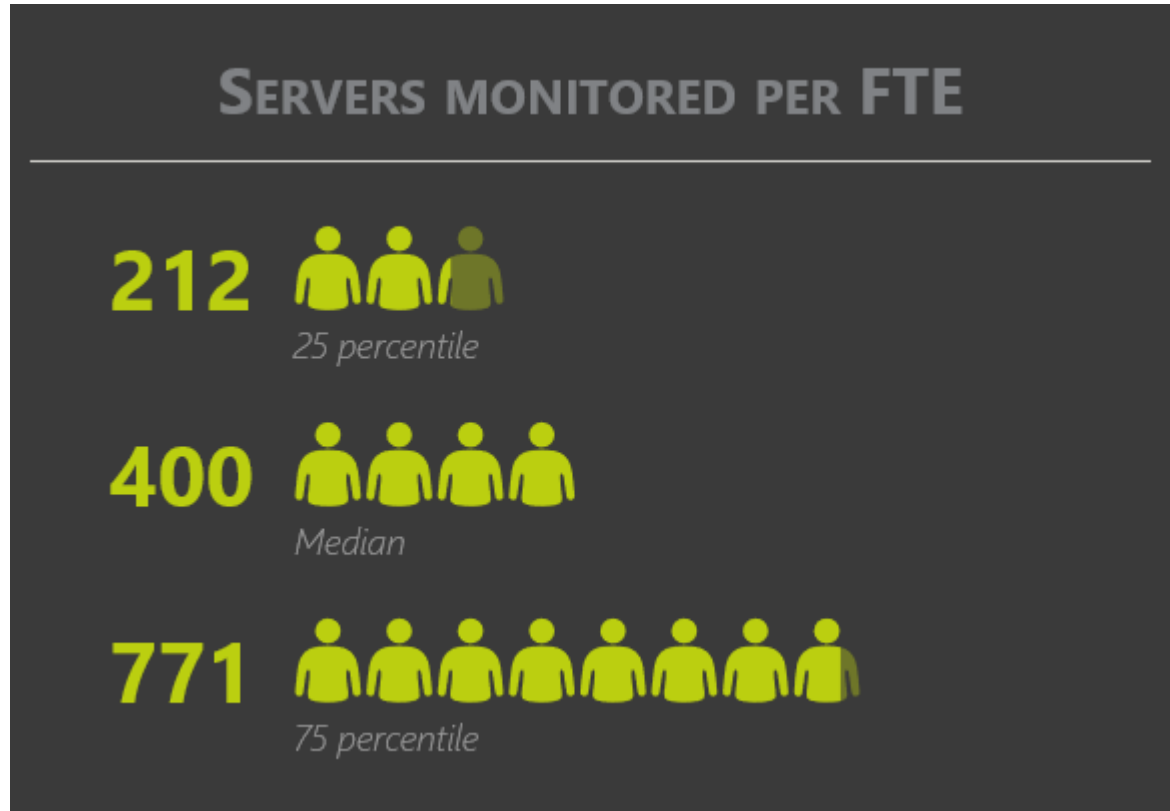


Source: STKI

ESM (Enterprise System Management) support ratio

Numbers of servers in Open
(Win –prod , Linux, Unix)
covered by ESM team
(including BSM, CMDB, etc. –
if implemented)

MF AS/400 not included in
server count – significant bias.



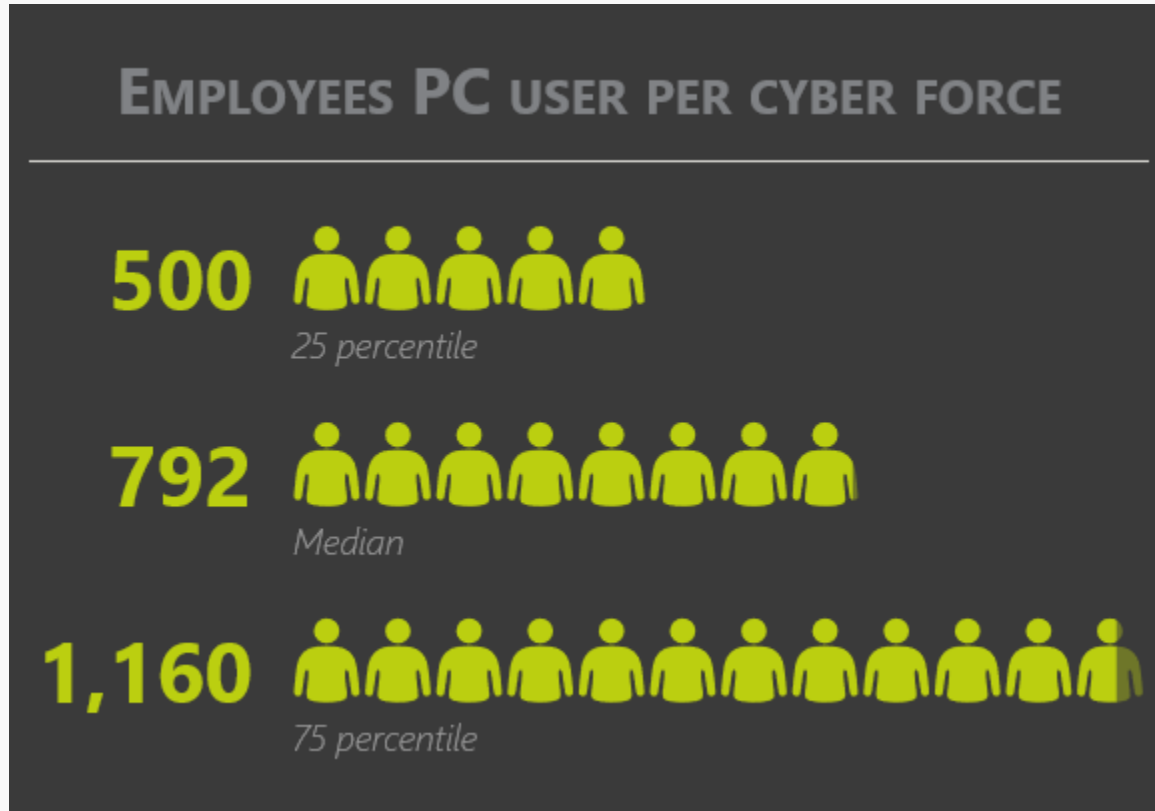
Source: STKI

Non regulated organizations: cyber security staffing



Source: STKI

Non regulated organizations – PC users per cyber security workforce



Source: STKI

