

2012 Results:

IT Service Management Salary Survey

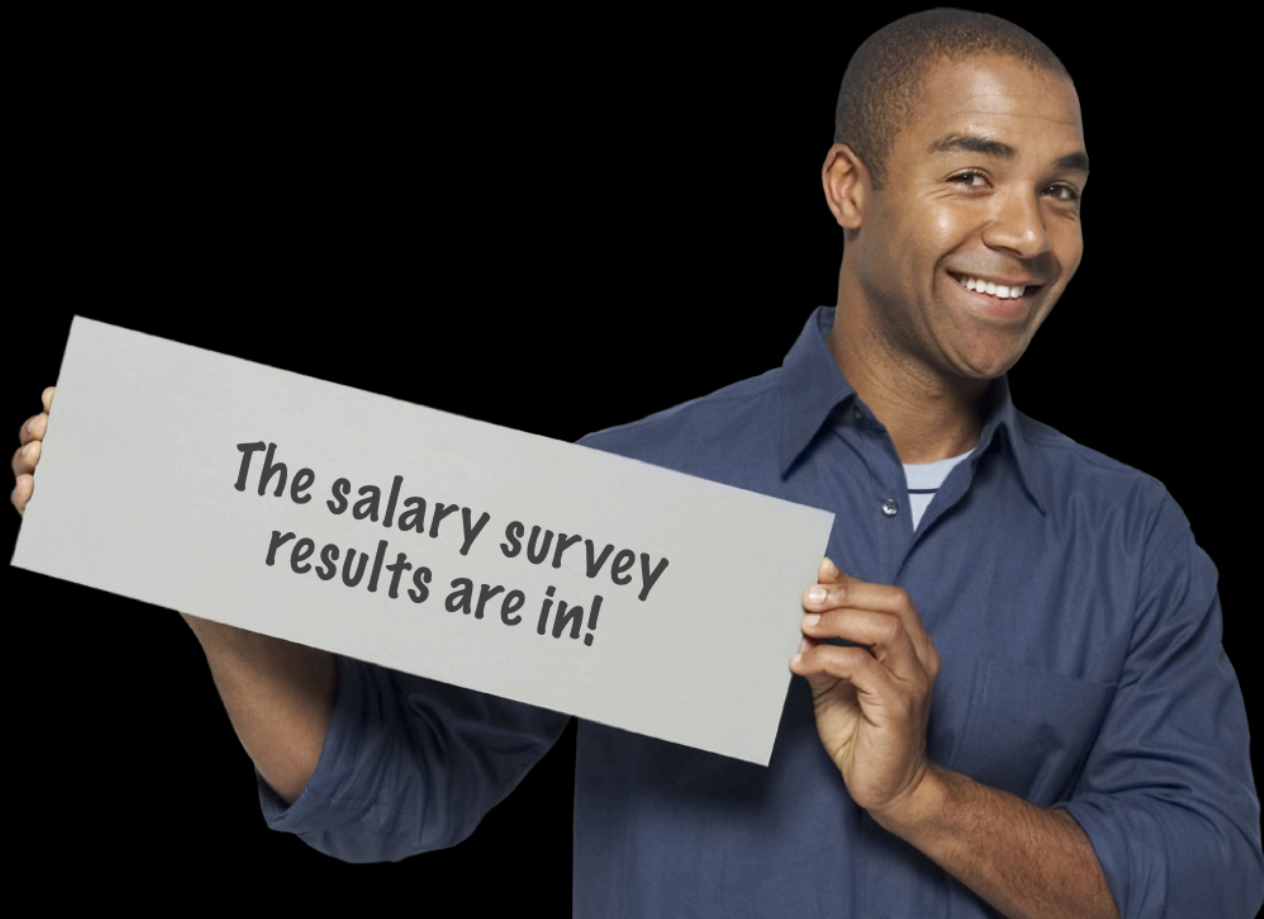


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INTRODUCTION

This annual salary survey report is intended to assist the following:

- **Professionals** working in areas of information technology that spend a significant portion of time in some role supporting IT service management. It allows these professionals to benchmark salaries in the United States.
- **Managers** building teams that include such professionals. This survey produces valid data regarding salaries for various roles in IT service management for the U.S.

Our second year of the ITSM Salary Survey brings solid results, as we doubled the number of respondents, with 625 people participating in the survey.

Not every person surveyed answers every question, so you'll see some questions that don't reflect this full number of answers, but it's a much larger pool than last year. Also, many questions were not presented to those working as independent consultants or contractors, as they were often inappropriate; such as benefit questions (independent consultants don't technically work for a company offering "benefits"). Those responding were primarily US-based, so many non-US answers were eliminated.

HIGHLIGHTS

Average salary: \$106,703 is the average salary for US-based ITSM professionals. This is down 1.5% from last year. This number is possibly affected by the diversity of those who participated in the survey this year, and may not be reflective of a trend. This reports breaks this down by region, gender, location and role.

ITSM-Focused: Only 16% who took the survey noted that less than 50% of their job involves ITSM related responsibilities, compared to 24% last year. There was a spike on percentage of job responsibilities related to ITSM. Probably a reflection of fewer IT operations people taking the survey. Not sure if this means that previous IT operations people are now categorizing themselves as ITSM staff, or if new people entirely took the survey. This type of work is becoming even less of something that IT staff does in addition to other operational roles.

Maturity Rules: 87% of the participants are over age 40, up 76% from the previous year. 49% hold a minimum of a Bachelor's Degree, compared to 58% last year. Due to feedback from participants, next year, we will add Associate Degree to the education list next year.

Sex. 68% of the participants are men, comparable to last year's 70%.

Certifications Continue to Pay. A professional holding the ITIL Expert makes, on average \$125,630 and, an ITIL Service Manager makes \$138,702 and those holding both certifications make, on average, \$148,043. This continues to support that higher certifications can help you justify more pay.

Tenure: 30.5% of people who took this year's survey reported having worked at their current company for 10+ years, compared to 19% last year. Are people staying put longer due to the economy?

This report contains more details. If you have any suggestions regarding this report in the future, we'd love to hear from you. Email Julie Montgomery @ jmontgomery@plexent.com.

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WHO TOOK THE SURVEY

Employment Status

Answer	%
Full-time staff level position in-house	44%
Full-time management level position in-house	35%
Full-time staff position for a consulting company	11%
Full-time management level position for a consulting company	8%
Hourly contract position	1%
Other	1%
Total	100%

Gender

Answer	Response	%
Male	427	68%
Female	197	32%
Total	624	100%

Age

Answer	Response	%
Under 24 years old	2	0%
25-30	24	4%
31-35	58	9%
36-40	91	15%
41-45	106	17%
46-54	206	33%
55-64	124	20%
65+ years old	14	2%
Total	625	100%

Which of the following best describes your role within your organization, regarding IT service management?

Answer	Response	%
ITSM Architect/Consultant (responsible for design and implementation of ITSM programs such as ITIL, COBIT, ISO/IEC 20000, etc.)	115	22%
SMO Director/Service Manager (responsible for overall service management strategies and execution)	103	19%
Process Owner (responsible for process area design, implementation and measurement)	85	16%
Process Manager (responsible for day to day process execution)	54	10%
IT Service Management (ITSM) process team member	77	14%
IT operations (e.g., responsible for day-to-day IT support)	64	12%
ITSM Tool Expert (responsible for implementation of ITSM software into existing environments)	34	7%
Total	533	100%

What percentage of your job responsibilities are related to IT service management, as outlined in the above question?

Answer	Response	%
76-100%	379	66%
51-75%	101	17%
26-50%	59	10%
1-25%	36	6 %
None	4	1%
Total	579	100%

Answer	%
0-5 Years	5%
6-10 Years	10 %
11-20 Years	44%
20+ Years	41%
Total	100%

How long have you worked in the IT profession?

How long have you been working at your current company?

Answer	%
0-3 Years	33%
4-6 Years	19%
6-10 Years	18%
10+ Years	30%
Total	100%

Answer	%
High School	2%
Military	0%
Vocational School	2%
Some College	18%
Bachelor's Degree	49%
MBA	13%
Other Master's Degree	14%
Doctoral Degree	2%
Total	100%

What is the highest level of education you have completed?

Industry in which you work.

Answer	Response	%
Consulting	88	16%
Healthcare	56	10%
Other	54	10%
Computing Technology	54	10%
Education	51	9%
Insurance/Real Estate/Legal	43	8%
Government (including military)	38	7%
Finance	34	6%
Manufacturing and Process Industries	28	5%
Wholesale/Retail/Distribution	26	5%
Communications (Carriers, ISPs, etc.)	25	5%
Utilities	13	2%
Oil/Petroleum/Natural Gas	10	2%
Transportation	10	2%
Aerospace	6	1%
Marketing/Advertising/Media/Entertainment	5	1%
Construction/Architecture/Engineering	3	1%
Research/Development Lab	2	0%
Total	547	100%

Certifications Held (All that apply)

Answer	# Respondents	%
ITIL® v3 Foundation	409	75%
ITIL v2 Foundation	243	44%
ITIL Intermediate- Level Courses	197	36%
ITIL Expert	116	21%
PMP® - Project Management Professional	99	18%
ITIL v1/v2 Manager's Certificate in ITSM	84	16%
Microsoft Certifications	82	15%
Six Sigma (various)	77	14%
ITIL Managing Across the Lifecycle	55	11%
Foundation Certification in ITSM According to ISO/IEC 20000	46	8%
COBIT® Foundation	37	6%
Cisco Certifications	20	4%
ISO/IEC 20000 Auditor or Consultant	15	3%
Certified Consultant/Manager in ITSM According to ISO/IEC 20000	15	3%
Prince2 Foundation	13	2%
Information Security Management Foundation based on ISO/IEC 27002	13	2%
Certified Information Systems Security Professional (CISSP)	12	2%
Certified Information Systems Auditor (CISA)	11	2%
Certified in the Governance of Enterprise IT (CGEIT)	9	2%
Six Sigma Black Belt	9	2%
Virtualization or Cloud Computing Foundation	7	1%
Information Security Management Advanced based on ISO/IEC 27002	4	1%
Certified Information Security Manager (CISM)	4	1%
Certified Associate in Project Management (CAPM) via PMI	3	1%
SEI- Certified CMMI Instructor	2	0%
SEI- Authorized SCAMPI B&C Team Leader	2	0%
SCAMPI Lead Appraiser	1	0%

SALARIES

Average US Annual Salaries

Region	%	Response
Mid-Atlantic (New York, Pennsylvania, New Jersey)	7%	\$133,407
Pacific (Alaska, Washington, Oregon, California, Hawaii)	11%	\$118,674
New England (Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut)	4%	\$112,677
South Atlantic (Delaware, Maryland, District of Columbia, Virginia, West Virginia, North Carolina, South Carolina, Georgia, Florida)	16%	\$109,290
South Central (Kentucky, Tennessee, Mississippi, Alabama, Oklahoma, Texas, Arkansas, Louisiana)	13%	\$104,724
Mountain (Idaho, Montana, Wyoming, Nevada, Utah, Colorado, Arizona, New Mexico)	9%	\$98,911
Midwest (Wisconsin, Michigan, Illinois, Indiana, Ohio, Missouri, North Dakota, South Dakota, Nebraska, Kansas, Minnesota, Iowa)	31%	\$96,794
Non-US	9%	N/A
Overall USA	100%	\$106,703

Canadian Salaries

Region	%	Response
Canada (9 respondents)	1%	\$109,986

Salary by Role

Role	Response	1 Year Change
SMO Director/Service Manager	\$121,276	-2.3%
ITSM Architect/Consultant	\$121,446	+1.6%
IT Operations	\$92,112	-11.4%
ITSM Tools Expert	\$99,789	-1.4%
Process Owner	\$97,010	-2.5%
Process Manager	\$112,841	+18.3%
ITSM Team Member	\$81,299	-9.5%
Average	\$106,703	-1.5%

Annual Salary/Compensation by Employment Type

Role	Response	1 Year Change
Full-time staff level position in-house	\$92,480	-3.4%
Full-time management level position in-house	\$115,240	+2.0%
Full-time staff position for a consulting company	\$119,720	+6.4%
Full-time management level position for a consulting company	\$128,314	+3.1%
Hourly contract position	\$52,000	No Data
Other	\$141,000	-1.5%

Estimated cash value of each of the following benefits received this year.

Benefit	Value
Cash bonuses	\$7,677
Certification expense	\$2,446
Paid time off	\$9,268
Technology enablement	\$1,320
Training programs	\$3,535

Salary by Annual Company Revenue

Annual Company Revenue	Respondents	Average Salary
< \$100 million	123	\$93,829
\$100 million to \$999,999,999	93	\$97,126
\$1 billion to \$30 billion	212	\$116,090
>\$30 billion	63	\$117,507

Salary by Gender

	%	Average Salary	1 Year Change
Male	68%	\$109,731	-2%
Female	32%	\$93,377	-6%

Average Salary by Role by Gender

Role (Males)	Response
SMO Director/Service Manager	\$124,125
ITSM Architect/Consultant	123,648
IT Operations	\$90,565
ITSM Tools Expert	\$94,685
Process Owner	\$97,361
Process Manager	\$128,131
ITSM Team Member	\$84,040
Average	\$109,731

Role (Females)	Response
SMO Director/Service Manager	\$114,944
ITSM Architect/Consultant	\$110,437
IT Operations	\$97,524
ITSM Tools Expert	\$108,295
Process Owner	\$96,484
Process Manager	\$74,573
ITSM Team Member	\$78,369
Average	\$93,377

How the Experts Compare

Certification	#	Annual Salary	1 Year Change
ITIL Expert Only	65	\$125,630	+2.6%
ITIL Service Manager Only	84	\$138,702	+10.9%
Both Certifications	51	\$148,043	+36.7%

Salary by Experience (Age)

Age Range	Annual Salary
Under 24 years old	\$47,000
25-30	\$72,742
31-35	\$83,609
36-40	\$97,691
41-45	\$109,651
46-54	\$112,943
55-64	\$111,119
65+ Years old	\$100,438

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Which best describes your hourly rate or salary in the last 12 months?

Answer	Response	%
Increased	332	59%
Stayed the same	200	36%
Decreased	23	4%

Did your company experience a salary freeze or a bonus freeze in the last 12 months?

Answer	Response	%
Yes	127	24%
No	397	76%

In the next twelve months, do you expect an increase, no change or a decrease in the annual cash compensation and bonus you will receive?

Answer	Response	%
Increase	306	58%
No Change	188	36%
Decrease	29	6%
Total	523	100%

How satisfied are you with your total compensation package?

Answer	Response	%
Very Dissatisfied	34	6%
Dissatisfied	82	16%
Neutral	108	21%
Satisfied	228	43%
Very Satisfied	73	14%
Total	525	100%

**Besides base salary, which of the following benefits does your company offer?
Select all options that apply.**

Answer	Response	%
Cash bonuses	287	55%
Health insurance benefits	514	98%
Dental insurance benefits	498	95%
Vision insurance benefits	460	88%
Retirement program (such as 401K)	484	93%
Paid time off	489	93%
Holidays	491	94%
Training opportunities	440	84%
Certification fees	345	66%
Technology enablement (cell phones, computers, social media access, etc.)	401	76%

Besides compensation and standard healthcare offerings, pick the other one most important compensation consideration for a new job.

Answer (Top 3 Ranking)
Prestige of Work
Quality of Peers
Ability to Work Virtually

OTHER

Which of the following best describes the amount of travel associated with your job?

Answer	Response	%
76-100%	30	4%
51-75%	32	5%
26-50%	47	8%
1-25%	289	47%
None	223	36%

Which of the following best describes your overall satisfaction with the work you do?

Answer	Response	%
Highly satisfied	164	26%
Satisfied	303	49%
Moderately satisfied	98	16%
Somewhat satisfied	51	8%
Not satisfied	8	1%

Do you anticipate that you will consider a job change within the next 12 months?

Answer	Response	%
Yes	288	51%
No	281	49%

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The itSMF USA, a chapter of itSMF International, is the independent professional organization and forum for IT Service Management professionals in the US.

A not-for-profit organization, itSMF is a prominent player in the on-going development and promotion of IT service management (ITSM) best practices, standards and qualifications in the United States.

This network of industry professionals, white papers, webinars, podcasts, conferences and other resources creates an opportunity for you and your organization to connect, learn and grow.

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Plexent is an IT management consulting company advising the world's strongest companies on IT strategy, organization, technology, and operations.

Plexent's iRunIT™ is the fire power for accelerated adoption. This software tool turns your data forest into meaningful information and KPIs, streams customized process documentation and gives your IT staff access to ITSM experts and social help channels and integrates the best of multiple frameworks, standards, best practices and regulations including ITIL®, COBIT®, CMMI®, ISO/IEC 20000 and ISO/IEC 27001.

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