Is Your IT Department Staffed Appropriately?

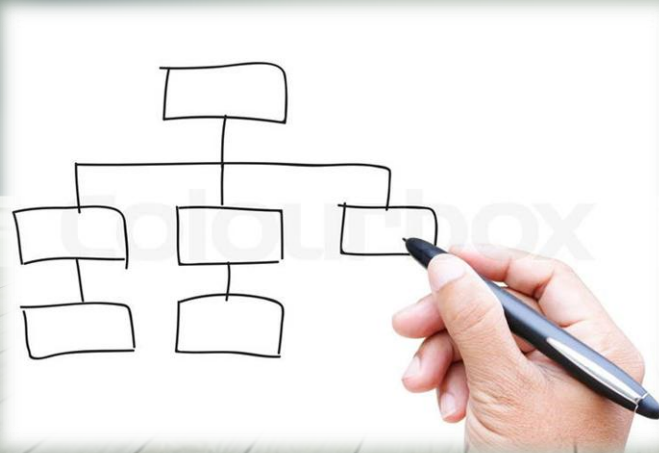ICCCFO Annual Conference : April 23, 2025

Sean Grennan, CIO Advisor

WIPFLI

Topics We'll Discuss:
- How do you know if you are right-sized?
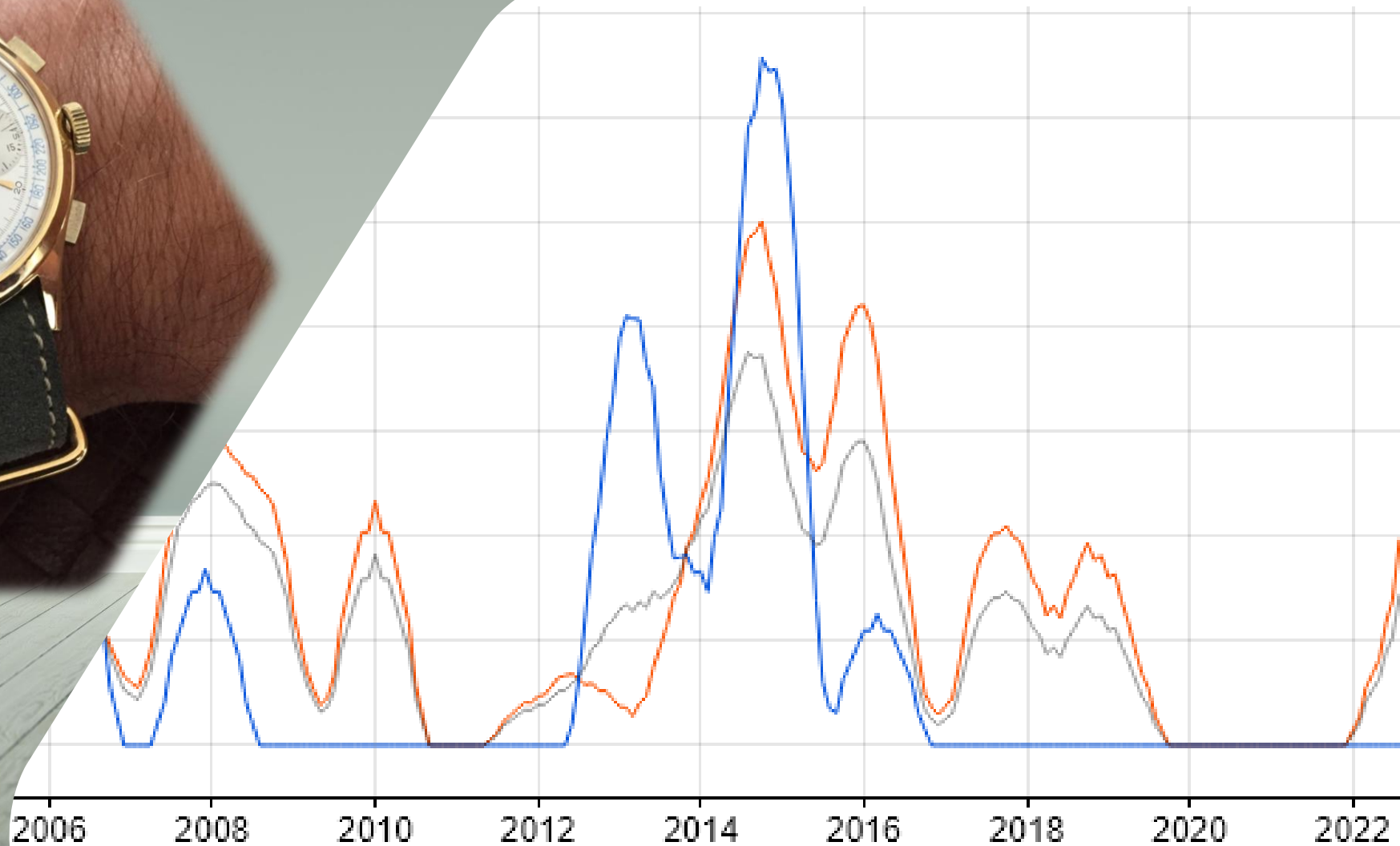- How do you know if you are spending dollars responsibly?

Key Metrics:
1. Annual Ticket Volume
2. Average Time-To-Resolve

2006   2008   2010   2012   2014   2016   2018   2020   2022

Grennan Community College

Number of Tickets Completed Last Year	Number of Working Days / Year	Average Time-To-Resolve
15,000	252	30 min

15k / 252 = 59.5 tickets resolved per day [on average]

59.5 * 0.5 hours = 29.75 labor hours per day spent closing tickets

30 / 8 hours = 3.75 FTEs at a minimum needed to handle daily ticket volume

30 / 6 hours = 5 FTEs at a minimum needed to handle daily ticket volume

Other items you'll need to think about:
- Specialized application support
- Staff for peak times
- Technology Initiatives
- Major Infrastructure Support

Managerial Span of Control [SOC]

McKinsey defines this as the "number of employees a manager could oversee to achieve optimal effectiveness and efficiency".
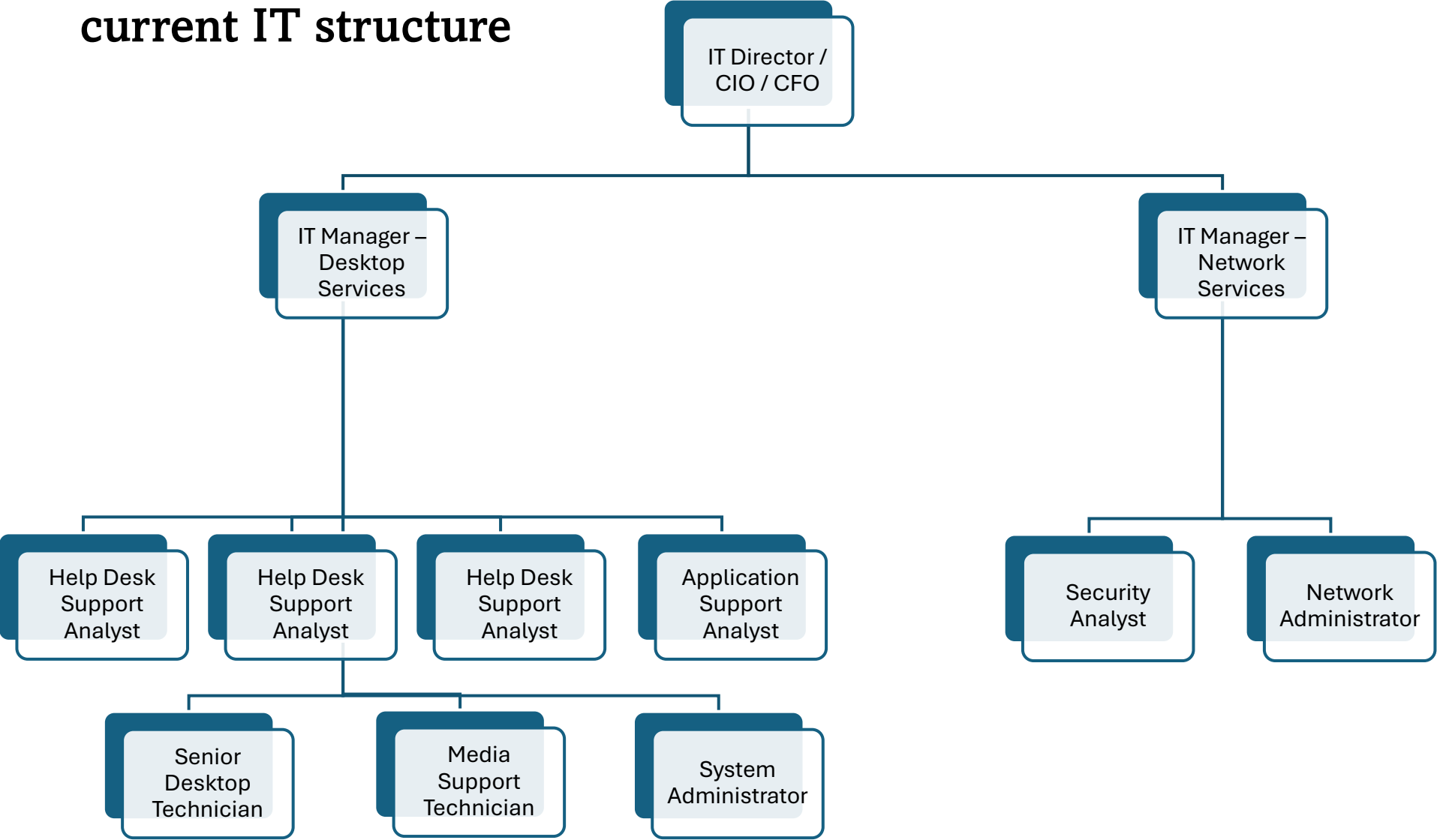
Coach – A manager who is responsible for ensuring a team's successful execution of primary tasks. 6-7 direct reports is optimal.

Player/Coach – A manager who acts in a coach's capacity but is also asked to step in and complete some of those same tasks. 3-5 direct reports is optimal.
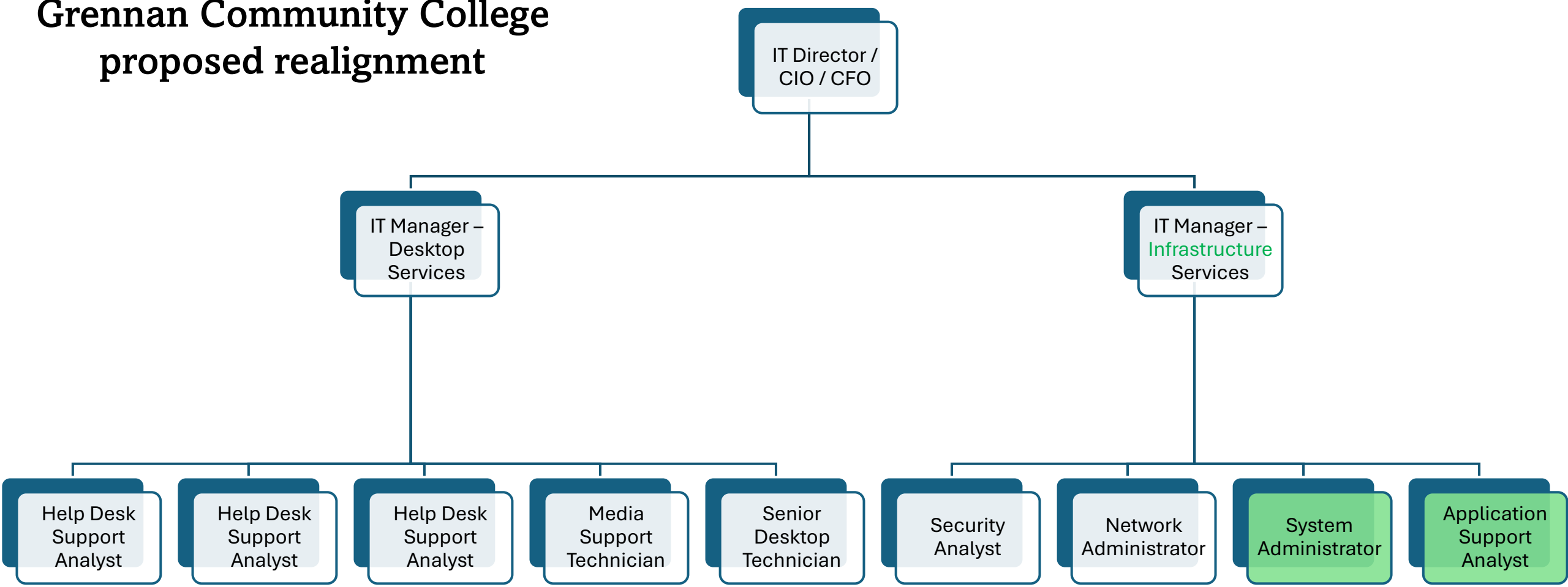

McKinsey Article: https://www.mckinsey.com/capabilities/people-and-organizational-performance/our-insights/how-to-identify-the-right-spans-of-control-for-your-organization

Grennan Community College current IT structure

Grennan Community College proposed realignment

IT Director / CIO / CFO

IT Manager – Desktop Services

IT Manager – Infrastructure Services

Help Desk Support Analyst

Help Desk Support Analyst

Help Desk Support Analyst

Media Support Technician

Senior Desktop Technician

Security Analyst

Network Administrator

System Administrator

Application Support Analyst

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