



ITSG Q&A

May, 2011



The Leading Employee Research
Consortium for the IT Industry

<http://www.itsg.org>



ITSG Members





What is ITSG?

The Information Technology Survey Group is a consortium of top performing IT companies who conduct employee opinion surveys.

Founded in 1995, ITSG promotes excellence in employee research programs through normative benchmarking of survey results and sharing of workforce research practices with best-in-class peers.



Who belongs to ITSG?

- Publicly traded companies in the Information Technology Industry:
Computer software, hardware and services; R&D; I/T consulting, electronics, networking, and telecommunications.
- All ITSG member companies are recognized as leading worldwide competitors in their IT sector.
- All US-based ITSG member companies are included in Fortune's Top 500 (75% are in Fortune's Global 500)



What does ITSG Provide Members?

- **A confidential survey benchmarking process through a third party vendor allowing member companies to compare their individual company results with best-in-class global IT Industry peers.**
- **Survey Norms representing over 850,000 employee survey responses across 74 countries (based on ethical and methodological standards that ensure the highest quality, most accurate and meaningful IT industry normative comparisons available anywhere).**
- **A valuable source of professional development for survey practitioners through networking and learning opportunities with experienced applied research practitioners, top industry professionals, academic researchers, and consulting services**
- **Opportunity to regularly conduct informal benchmarking on a variety of organizational research topics and people practices including: Survey research methodologies, high technology industry HR processes, and people management and leadership practices**



ITSG Membership Requirements

Application Criteria:

Expectations of prospective member companies that must be met for consideration of ITSG membership:

Ideal Company Profile:

1. Member of the IT Industry Sector
2. Global presence (offices in at least three regions)
3. > 5000 employees
4. High Impact/High Performing Company – (i.e., positive growth trend, brand recognition, market/technical leader, etc.)
5. Culture – high tech solutions, flexibility, speed, innovation

Have an Established Employee Survey Program

1. Commitment to survey a minimum of 1,000 employees within a two year period
2. Ability to submit minimum of 18 core ITSG norms at least once every two years (following submission and item design rules)



ITSG Membership Requirements

Membership Criteria:

Expectations of member companies that must be maintained for ITSG “member-in-good-standing” status:

1. **Pay initial membership fee of \$2,500 U.S. (includes first year membership dues of \$2,000 plus a \$500 set up fee) and prepay annual dues of \$2,000 U.S. (by January 1)**
2. **Assign a principle and an alternate company representative (2 persons)**
3. **Attend twice yearly (Fall and Spring) All-Member Conference Meetings**
 - One of both representatives must attend by phone or in person at least one (1) meeting of the members each calendar year, and be physically present at a members meeting at least once every 18 months.
 - One of both representatives must attend all interim member conference calls.
4. **Host an All-Member Conference Meeting at your company location on rotating basis as schedule permits**
5. **Uphold ethical standards and agreements regarding sharing of norms outside consortium: see bylaws at <http://www.itsg.org/itsg-bylaws.pdf>**
6. **Submit ITSG norms as meeting these criteria:**
 - At least once every other year,
 - on at least 18 of the core ITSG items,
 - from a minimum of 1,000 employees surveyed within a two year period, AND
 - with proper use of response scale as determined by the Norms Guru.
7. **Actively contribute to the direction and decisions of the group,**



New Member Application Process

1. Prospect Company contacts ITSG Vice Chair and/or ITSG contact member for a preliminary interview/screen with new member Application Criteria (see prior page)

Approved?

2. Prospect Company submits full application materials (showing ability to meet Application Criteria and Membership Criteria) for review by ITSG New Member subcommittee and/or All-member companies.

Approved?

3. ITSG Norms Guru reviews proposed Prospect Company survey items against ITSG norm criteria.

Approved?

4. If pass all of the above, Prospect Company presents company profile and employee survey program (using ITSG provided presentation template) to ITSG membership in person at semi-annual membership meeting:
 - Upon acceptance of a simple majority of ITSG members at the regular members meeting, Prospect Company will become an ITSG member on probationary status until able to fully satisfy all membership expectations.