

# IT Support Ticket Resolution (Planned) Cycle Time

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# IT Support Ticket Resolution (Planned) Cycle Time

Definition & Measurement Details



## What is IT Support Ticket Resolution (Planned) Cycle Time?

The number of minutes required to resolve a planned IT support/service ticket (device change or move, hardware or software upgrade/update, new device set up, etc.), from the time the IT support employee arrives at the location where the work is to be performed until when the service request is resolved.

## Why should this KPI be measured?

IT Support Ticket Resolution (Planned) Cycle Time measures the number of minutes required to resolve a planned IT support/service ticket (device change or move, hardware or software upgrade/update, new device set

## How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of minutes required to resolve a planned IT support/service ticket, and (2) the total number of planned IT support/service tickets resolved during the

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# IT Support Ticket Resolution (Planned) Cycle Time

Benchmarks & Characteristics of High Performers



## IT Support Ticket Resolution (Planned) Cycle Time

(Sum of Minutes Required to Resolve Planned Tickets) / Total Number of Planned Tickets Resolved



### Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

**How to read this chart:** This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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