

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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OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888