

# IT Support Ticket Resolution (Unplanned) Cycle Time

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# IT Support Ticket Resolution (Unplanned) Cycle Time

Definition & Measurement Details



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

The number of minutes required to resolve an unplanned incident-related IT support ticket (hardware failure, printer failure, server failure, connectivity failure, etc.), from the time the IT support employee arrives at the location where the work is to be performed until when the incident is resolved.

## Why should this KPI be measured?

IT Support Ticket Resolution (Unplanned) Cycle Time measures the number of minutes required to resolve an unplanned incident-related IT support ticket (hardware failure, printer failure, server failure, connectivity

## How is this KPI calculated?

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

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# IT Support Ticket Resolution (Unplanned) Cycle Time

Benchmarks & Characteristics of High Performers



## IT Support Ticket Resolution (Unplanned) Cycle Time

(Sum of Minutes Required to Resolve Unplanned Incidents) / Total Number of Unplanned Incidents 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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