IT Support Ticket Resolution (Unplanned) Cycle Time

Benchmarks, Definition & Measurement Details





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.



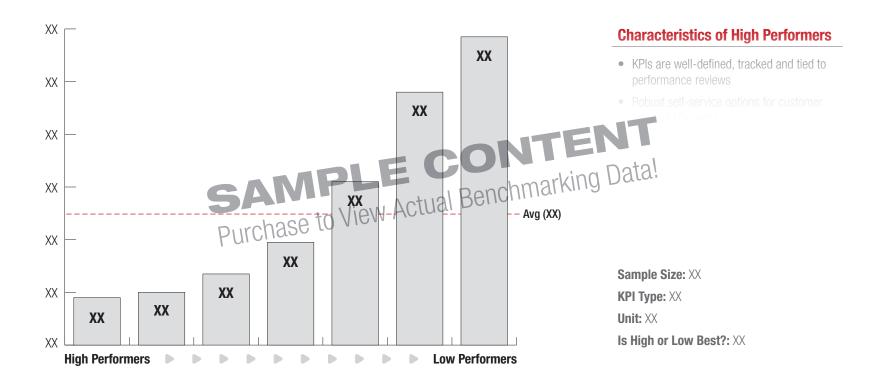
IT Support Ticket Resolution (Unplanned) Cycle Time

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



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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