KPI ENCYCLOPEDIA

A Comprehensive Collection of KPI Definitions for

INFORMATION TECHNOLOGY

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An Information Technology, or IT, Department develops, manages and maintains an organization's technology-related assets (hardware, software, systems, etc.), policies, procedures and systems.

Cost

- **IT Asset Depreciation Expense as a Percentage of Total IT Expense** – The total expense related to the depreciation of IT assets (hardware, etc.) incurred by the IT Department divided by the total expense incurred by the IT Department over the same period of time, as a percentage.

- **IT Expense as a Percentage of Total Expense** – The total expense incurred by the IT Department divided by the total, company-wide operational expense over the same time period, as a percentage.

- **IT Expense as a Percentage of Total Revenue** – The total expense incurred by the IT Department divided by the total revenue earned by the company over the same time period, as a percentage.

- **IT Expense per End User** – The total expense incurred by the IT Department divided by the total number of end users.

- **IT Expense per End User: Labor** – The total labor-related expense incurred by the IT Department divided by the total number of end users.

- **IT Expense per End User: Other** – The total 'other'-related (excluding labor, outsourcing, and hardware/software expense) expense incurred by the IT Department divided by the total number of end users.

- **IT Expense per End User: Outsourcing** – The total outsourcing-related expense incurred by the IT Department divided by the total number of end users.

- **IT Expense per End User: Technology** – The total technological expense incurred by the IT Department divided by the total number of end users.

- **IT Labor Expense as a Percentage of Total IT Expense** – The total labor-related expense incurred by the IT Department divided by the total expense incurred by the IT Department over the same time period, as a percentage.

- **IT Outsourcing Expense as a Percentage of Total IT Expense** – The total outsourcing-related expense incurred by the IT Department divided by the total expense incurred by the IT Department over the same time period, as a percentage.

- **IT Technology Expense as a Percentage of Total IT Expense** – The total technology-related expense (hardware, software) incurred by the IT Department divided by the total expense incurred by the IT Department over the same time period, as a percentage.

Cost (Cont.)

- **IT Training/Education Expense as a Percentage of Total Budget Expense** – The total expense of incurred by training/educating IT employees divided by the total budgeted IT expense over the same time period, as a percentage.

- **Other IT Expense as a Percentage of Total IT Expense** – The total 'other'-related expense (excluding labor, outsourcing and hardware/software expense) incurred by the IT Department divided by the total expense incurred by the IT Department over the same time period, as a percentage.

- **Total Expense: External Consultant/Contractor** – The total expense incurred by the use of external consultants/contractors within the IT Department over a given period of time.

- **IT Outsourcing Expense per Thousand End Users** – The total outsourcing-related expense incurred by the IT Department over a certain period of time divided by each thousand users.

- **Training Expense per IT Employee** – The total training-related expense incurred by the IT Department divided by the total number of IT employees.

- **Voice and Data Communication Expense as a Percentage of Total IT Expense** – The total voice and data communication-related expense incurred by the IT Department divided by the total expense incurred by the IT Department over the same period of time, as a percentage.

- **Computer & Hardware Expense as a Percentage of Total Revenue** – The total computer and technology hardware-related expense divided by the total dollar amount of revenue generated over the same period of time, as a percentage.

- **Internet Service Expense as a Percentage of Total Revenue** – The total internet service-related expense incurred by the company divided by the total dollar amount of revenue generated over the same period of time, as a percentage.

- **Telephone Expense as a Percentage of Total Revenue** – The total telephone-related expense (phone service, phone hardware/software, etc.) incurred by the company divided by the total revenue generated over the same period of time, as a percentage.

- **Average Compensation: IT Employees** – The average total compensation (salary, bonuses, commissions) for IT employees (excluding managers) over a certain period of time.

Cost (Cont.)

- **Average Compensation: IT Managers** – The average total compensation (salary, bonuses, commissions) for IT managers over a certain period of time.

- **Average Base Salary: IT Employees** – The average base salary for IT employees (excluding managers) over a certain period of time.

- **Average Base Salary: IT Managers** – The average base salary for IT managers over a certain period of time.

- **Total Expense: IT** – The total expense incurred by the IT Department over a given period of time.

- **Expense per IT Employee** – The total expense incurred by the company divided by the total number of IT Department employees.

Headcount

- **IT Headcount Ratio** – The number of company-wide, full-time equivalent employees (FTEs) divided by the total number of IT employees.

- **IT Temporary Employees as a Percentage of Total IT Employees** – The total number of temporary employees within the IT Department divided by the total number of IT

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