

# IT Expense as a Percentage of Total Expense

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# IT Expense as a Percentage of Total Expense

Definition & Measurement Details



## What is IT Expense as a Percentage of Total Expense?

Total expense incurred by the IT Department divided by the total, company-wide operational expense over the same time period, as a percentage.

### Why should this KPI be measured?

IT Expense as a Percentage of Total Expense measures the allocation of operational spending that is attributed to the IT function. Excessive IT costs can be a sign of slow cycle times, high rework rates or other

### How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total expense incurred by the IT Department, and (2) the total, company-wide operational expense over the same time period. IT expenses

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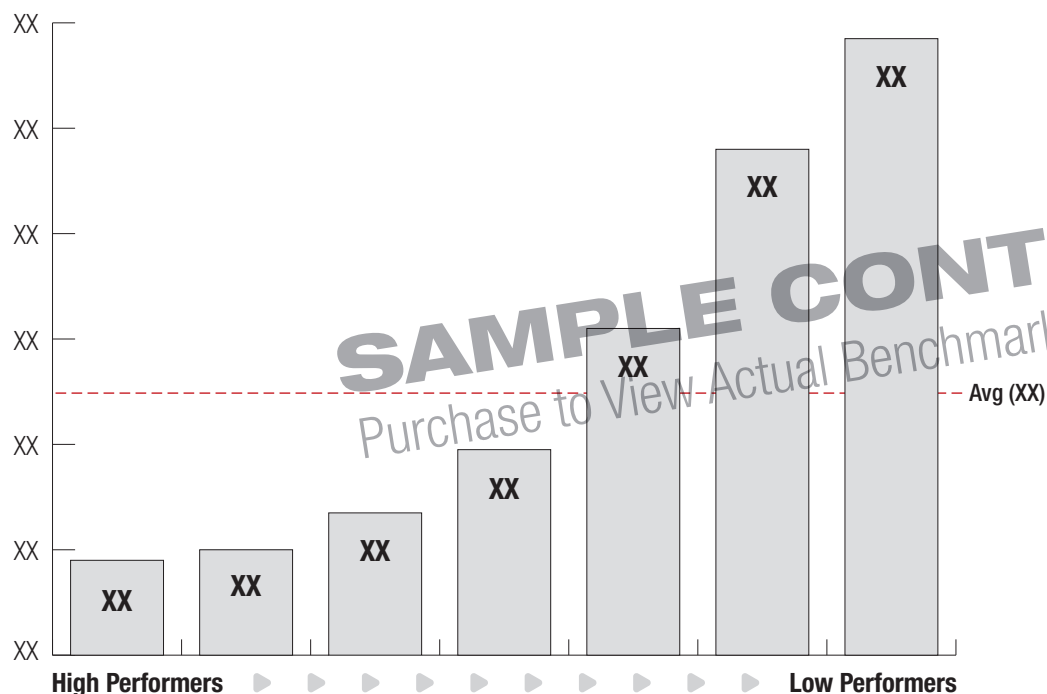
# IT Expense as a Percentage of Total Expense

Benchmarks & Characteristics of High Performers



## IT Expense as a Percentage of Total Expense

*(IT Department Expense / Total Company-Wide Expense) \* 100*



### 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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