

IT Expense as a Percentage of Total Revenue

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



IT Expense as a Percentage of Total Revenue

Definition & Measurement Details



What is IT Expense as a Percentage of Total Revenue?

Total expense incurred by the IT Department divided by the total revenue earned by the company over the same time period, as a percentage.

Why should this KPI be measured?

IT Expense as a Percentage of Total Revenue measures the IT investment that is utilized by the company to generate its stated revenue. A relatively high value for this KPI can indicate that the company has not

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 Revenue

Benchmarks & Characteristics of High Performers



IT Expense as a Percentage of Total Revenue

$(IT\ Department\ Expense / Total\ Revenue) * 100$



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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