

# IT Expense per Employee

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# IT Expense per Employee

## Definition & Measurement Details



### What is IT Expense per Employee?

The expense incurred by the IT function divided by the average number of employees over the same period of time.

### Why should this KPI be measured?

IT Expense per Employee measures the average IT related expense that is incurred by each user of the company's IT services. Excessive IT costs can be a sign of slow cycle times, high rework rates or poor employees

### How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total expense incurred by the IT function over a certain period of time, and (2) the average number of employees over the same period

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# IT Expense per Employee

Benchmarks & Characteristics of High Performers



## IT Expense per Employee

Total IT Expense / Total Number of Employees



### 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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