

IT Staffing Ratio

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



IT Staffing Ratio

Definition & Measurement Details



What is IT Staffing Ratio?

The number of company-wide employees divided by the total number of IT employees working for the company at the same point in time. IT Department employees are typically responsible for user support, network administration, application management & development, business intelligence, systems architecture and IT security.

Why should this KPI be measured?

IT Staffing Ratio measures the number of company-wide employees supported by each individual IT Department employee. This metric speaks to the overall staffing level of the IT function relative to the total number

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of IT Department employees, and (2) the number of company-wide employees at the same point in time.

ABRIDGED CONTENT
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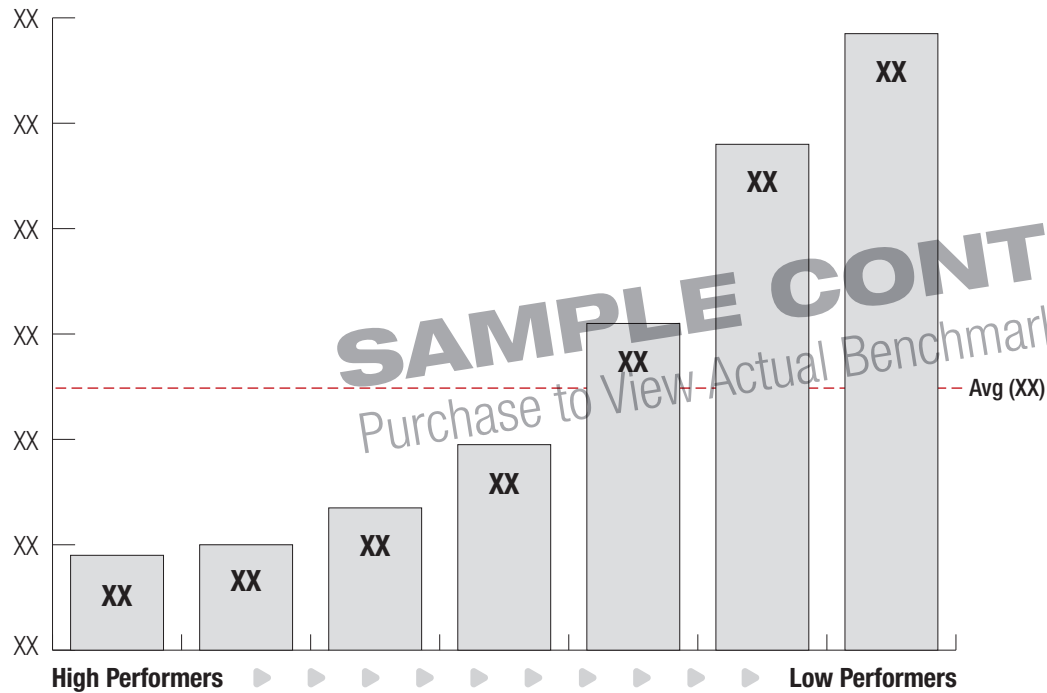
IT Staffing Ratio

Benchmarks & Characteristics of High Performers



IT Staffing Ratio

Total Number of Employees / Number of IT Employees



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer support (FAQs, chat, etc.)

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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