

IT Outsourcing Expense as a Percentage of Total IT Expense

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



IT Outsourcing Expense as a Percentage of Total IT Expense

Definition & Measurement Details



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

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.

Why should this KPI be measured?

IT Outsourcing Expense as a Percentage of Total IT Expense measures the level of outsourcing that is utilized by the IT function to maximize the efficiency of its operations. A relatively high value for this KPI indicates

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the outsourcing expense incurred by the IT Department, and (2) total IT Department expense incurred by the IT Department. The KPI is calculated as follows:

ABRIDGED CONTENT
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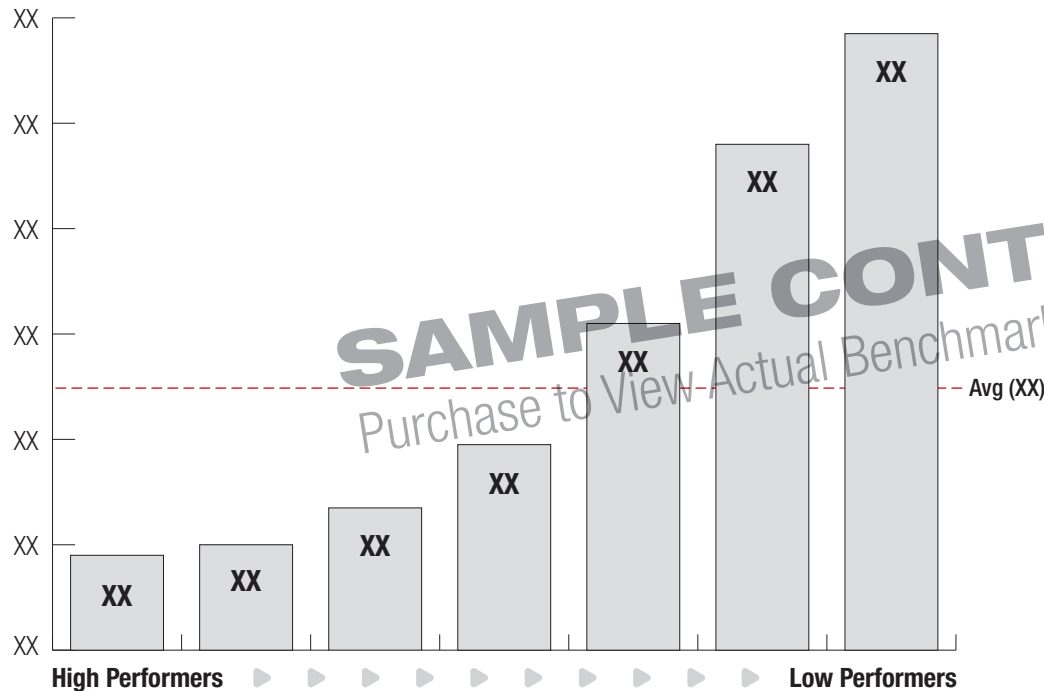
IT Outsourcing Expense as a Percentage of Total IT Expense

Benchmarks & Characteristics of High Performers



IT Outsourcing Expense as a Percentage of Total IT Expense

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



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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