

# IT Support Employees per Thousand End Users

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# IT Support Employees per Thousand End Users

Definition & Measurement Details



## What is IT Support Employees per Thousand End Users?

The total number of IT User Support employees working for the company divided by each one-thousand end users supported at the same point in time.

## Why should this KPI be measured?

IT Support Employees per Thousand End Users measures the total number of IT User Support employees working for the company time in relation to each one-thousand end users supported at the same point

## How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of IT User Support employees working for the company, and (2) each one-thousand end users supported at the same point in time. Include only internal

**ABRIDGED CONTENT**  
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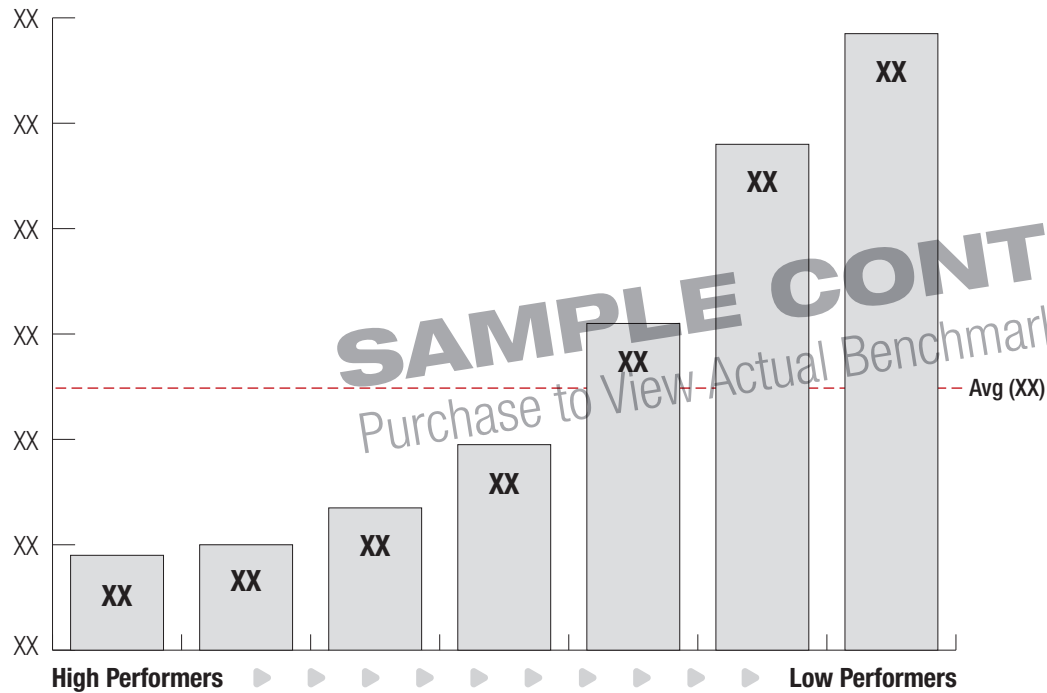
# IT Support Employees per Thousand End Users

Benchmarks & Characteristics of High Performers



## IT Support Employees per Thousand End Users

Total Number of IT User Support Employees / Each One Thousand End-Users



### 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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