Mean Time to Repair

Benchmarks, Definition & Measurement Details

SAMPLE
CONTENT & DATA

opsdog®

What is Mean Time to Repair?

The average amount of time (measured in hours) required to repair a system or application to full functionality following a failure (i.e., a service interruption), measured from the time that the failure occurs until when the repair is completed and rolled out to all required locations (servers, devices, workstations, etc.).
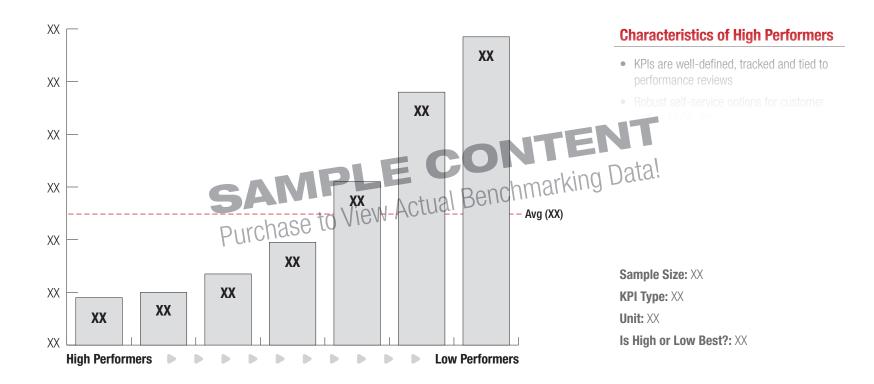
Why should this KPI be measured?

Mean Time to Repair measures the IT function's ability to respond to and resolve a system or application failure, or service interruption, and ensure that the resolution is rolled out to all required workstations.

How is this KPI calculated?

The times of two events are used to derive time to repair: (1) the time when the system failure occurred and (2) the time when the system

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Mean Time to Repair

Sum Of Time To Repair For All Systems / Number Of Repairs Completed During Examination Period Across All Systems

SAMPLE CONTENT
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Avg (XX)

High Performers ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ Low Performers

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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