Information Technology

Benchmarks, KPI Definitions & Measurement Details

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The OpsDog Information Technology Benchmarking Report

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Report Details & Methodology

More than **400 KPI values** (i.e., data points) were analyzed to produce benchmarks for the **10 KPIs** included in this report.[1]
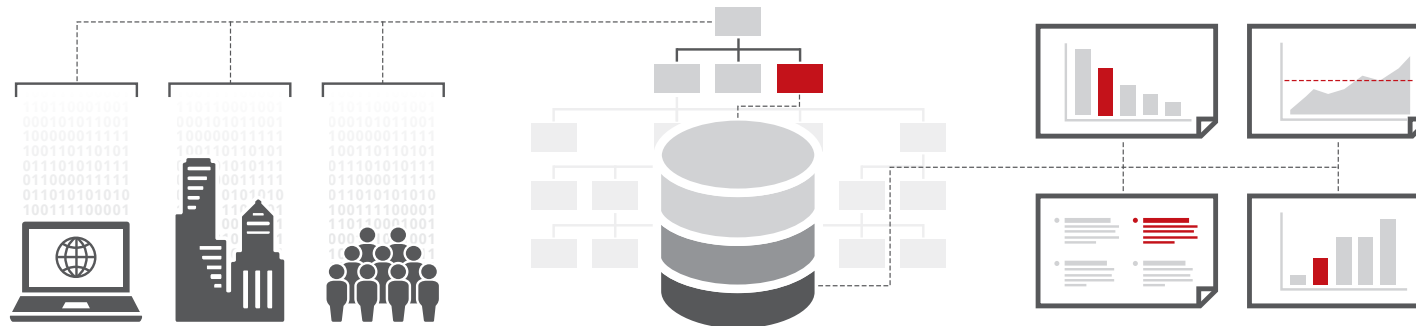
Data Range: 2012-2017

Region(s) Included: United States, Europe, Asia, South America

Industries Included: Utilities Services Operations, Industrial Products & Appliances Operations, Consumer Packaged Goods Operations, Logistics & Transportation Operations, Healthcare Operations, Telecommunication Services Operations, Financial Services Operations, Media Services Operations

The benchmarks included in this report were found to be comparable across companies of varying sizes (i.e., number of employees, total revenue) and industry segments. Benchmarks with notable differences across industries include industry average call-outs.

Methodology: Data Collection & Validation

1. Gather

OpsDog's analysis team aggregates data collected through traditional consulting engagements and targeted research.

2. Refine:

Aggregated data is standardized, categorized and run through multiple validation checkpoints prior to being stored in our database

3. Package:

We analyze and compile comparable data, then package our findings in the form of benchmarking reports and data sets.

Looking for customized research and analysis? Contact our research team. P: 844.650.2888 E. info@opsdog.com

Note:
[1] The sample size of the observed data varies for each KPI.

Information Technology

Information Technology

An Information Technology, or IT, department develops, manages and maintains an organization's technology-related assets (hardware, software, systems, etc.), policies, procedures and systems.

— Application Development*

— Application Management*

— Business Intelligence (BI)*

— IT Management and Administration*

— IT Procurement*

— IT Security*

— Network Administration*

— Systems Analysis & Architecture*

— User Support & Services

* This section is not included in this document.

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 employee

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

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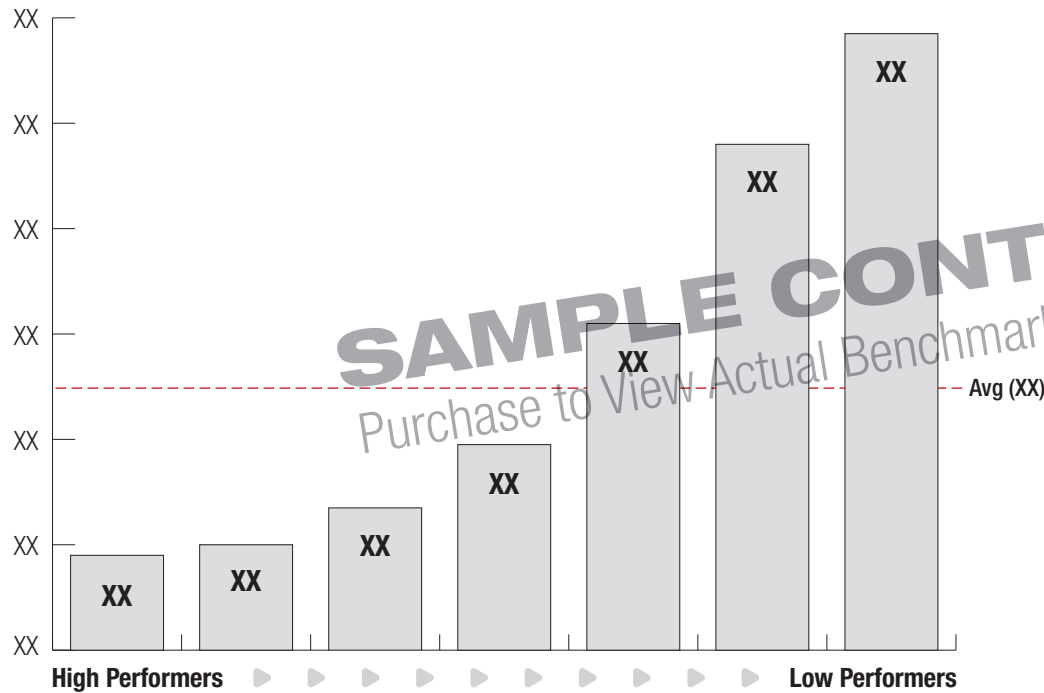Purchase to View Full Definition & Measurement Details!

IT Expense per Employee

Benchmarks & Characteristics of High Performers

IT Expense per Employee

Total IT Expense / Total Number of Employees

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.