Information Technology
Benchmarks, KPI Definitions & Measurement Details

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2017 Edition

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The OpsDog Information Technology Benchmarking Report

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Report Details & Methodology
The OpsDog Information Technology Benchmarking Report

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  

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

**Information Technology**

- 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 performance. A high value can also indicate inefficient IT service operations, poor cost efficiency practices related to IT procurement or general overstaffing within the IT Department. Although a low value is typically best for this KPI, companies with a greater level of IT spending per employee may view IT as a strategic investment to improve business performance and productivity. High performers of this KPI usually exhibit the following characteristics: minimal IT user support, strategic IT outsourcing strategy, regular re-negotiations of contracts for telecom service providers to reduce networking costs, etc.

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 employees working for the company over the same period.
IT Expense per Employee
Benchmarks & Characteristics of High Performers

IT Expense per Employee
Total IT Expense / Total Number of Employees

Characteristics of High Performers
- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer (online FAQs, etc.)
- Agents cross-trained to handle and resolve multiple call types
- KPIs are well-defined, tracked and tied to agent performance reviews

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.