A Finance Department manages a firm’s long-term and day-to-day monetary operations and strategy. Its size varies based upon total employee headcount, total revenue, industry and overall business strategy.

**Common Job Titles**
- Accounts Payable Analyst
- Accountant
- Treasurer

**KPIs**
- Cycle Time: Bank Reconciliation
- Percentage of General Ledger Accounts Reconciled During Close
- Unit Cost: PO Invoice

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

**Common Job Titles**
- Systems Analyst
- IT Project Manager
- Cybersecurity Analyst

**KPIs**
- Mean Time to Repair
- Application Management Expense per Insourced FTE
- Support Ticket Closure Rate

The Corporate Legal Department (internal) oversees a firm’s litigation and compliance with internal and external regulations and laws. An Internal Corporate Legal Group may also handle intellectual property issues, risk management, and corporate governance.

**Common Job Titles**
- Paralegal
- Corporate Attorney
- Knowledge Management Specialist

**KPIs**
- Outside Counsel Fees as a Percentage of Total Legal Expense
- Cycle Time: Merger Integration
- Percentage of Granted Copyrights

The Marketing Department identifies consumer needs and, based on those needs, develops, publicizes, communicates and sells their product to the consumer.

**Common Job Titles**
- Campaign Manager
- Public Relations Representative
- Marketing Intelligence Analyst

**KPIs**
- Email Marketing: Click Rate
- SEO: Lead-to-Close Rate
- Conversion Rate

The Human Resources (HR) Department is responsible for personnel sourcing, hiring, training, skill development, benefits administration and compliance with applicable laws.

**Common Job Titles**
- Recruiter
- HR Generalist
- HR Benefits Analyst

**KPIs**
- Cost per Hire
- First Year of Service Turnover
- Number of Interviews per Day

The Compliance Department regulates all company activities to ensure that they are in line (in “compliance”) with all internal and external policies, laws and standards.

**Common Job Titles**
- Operational Risk Manager
- Policy Compliance Analyst
- Compliance Officer

**KPIs**
- Percentage of Audit Plans Completed
- Rejected Compliance Violations per Employee
- Cycle Time: Internal Audit