

# 16 MOST COMMONLY USED IT METRICS



## KEY PERFORMANCE INDICATORS

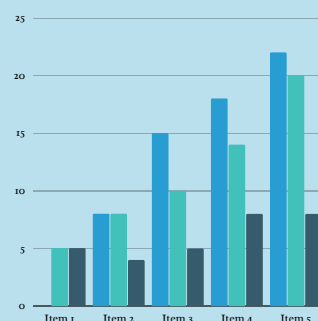


### 1. PERFORMANCE MANAGEMENT

- > Number of New Tickets
- > Open vs. Total Tickets (Total dept.)
- > Open vs. Total Tickets (per employee)
- > Average Task Completion Time
- > Support Employee per End User

### 2. PROCESS MANAGEMENT

- > On-Time delivery (OTD)
- > Quality Assurance per Project
- > IT Service Chargeback



### 3. FINANCIAL MANAGEMENT

- > Staying In Budget Ratio
- > % of Projects Delivered on Budget / Budget Discipline
- > ROI Percentage of IT Investments
- > IT Costs vs. IT Revenue

### 4. SERVER MANAGEMENT

- > Server Downtime & Uptime
- > Mean Time to Repair



### 5. IT HAPPINESS

- > Net Promoter Score (NPS) per Project
- > Customer Effort Score per Project (CES) / Customer Engagement Score

### 6. REDUCING MAINTENANCE

- > Planned vs. Urgent Maintenance Orders
- > Downtime in Proportion to Operating Time

