

Open Standards Benchmarking Measure List

IT Organization

Cost Effectiveness				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100441	Total cost of IT development and maintenance per \$1,000 revenue	$\frac{(((198.0230d+198.0230e)/100) * 198.019)}{(198.006 * 0.001)}$	a	10008
100443	Total cost of IT operations per \$1,000 revenue	$\frac{(((198.0230f+198.0230g)/100) * 198.019)}{(198.006 * 0.001)}$	a	10008
100445	Total cost of IT planning and management per \$1,000 revenue	$\frac{(((198.0230a+198.0230b+198.0230c+198.0230h)/100) * 198.019)}{(198.006 * 0.001)}$	a	10008
104105	Total IT cost per \$1,000 revenue	$198.019 / (198.006 * 0.0010)$	a	10008
103612	Total cost of the process group "deliver and support information technology services" per \$1,000 revenue	$\frac{((198.0230g/100) * 198.019)}{(198.006 * 0.0010)}$		10568
103614	Total cost of the process group "deploy information technology solutions" per \$1,000 revenue	$\frac{((198.0230f/100) * 198.019)}{(198.006 * 0.0010)}$		10567
103636	Total cost of the process group "develop and maintain information technology solutions" per \$1,000 revenue	$\frac{((198.0230e/100) * 198.019)}{(198.006 * 0.0010)}$		10566
103639	Total cost of the process group "develop and manage IT customer relationships" per \$1,000 revenue	$\frac{((198.0230b/100) * 198.019)}{(198.006 * 0.0010)}$		10564
103725	Total cost of the process "manage business resiliency and risk" per \$1,000 revenue	$\frac{((198.0230c/100) * 198.019)}{(198.006 * 0.0010)}$		11216
103734	Total cost of the process group "manage IT knowledge" per \$1,000 revenue	$\frac{((198.0230h/100) * 198.019)}{(198.006 * 0.0010)}$		10569
103759	Total cost of the process "manage the business of IT" per \$1,000 revenue	$\frac{((198.0230a/100) * 198.019)}{(198.006 * 0.0010)}$		10563
103942	Total cost of the process group "manage enterprise information" per 1,000 revenue	$\frac{((198.0230d/100) * 198.019)}{(198.006 * 0.0010)}$		10565
104109	Total IT cost per business entity FTE	$198.019 / 198.005$		10008
Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100249	Average percentage of project ROI achieved for the current year	198.038	a	10566
100970	Number of FTEs that perform IT development and maintenance per \$1 billion revenue	$\frac{(((198.0180d+198.0180e) * 0.01) * 198.016)}{(198.006 * 0.000000001)}$	a	10008
100972	Number of FTEs that perform IT operations per \$1 billion revenue	$\frac{(((198.0180f+198.0180g) * 0.01) * 198.016)}{(198.006 * 0.000000001)}$	a	10008
100974	Number of FTEs that perform IT planning and management per \$1 billion revenue	$\frac{(((198.0180a+198.0180b+198.0180c+198.0180h) * 0.01) * 198.016)}{(198.006 * 0.000000001)}$	a	10008

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Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101241	Number of FTEs that perform IT processes per \$1 billion revenue	$198.016 / (198.006 * 0.000000001)$	a	10008
102409	Percentage of projects delivered on or below budget for the current year	198.036	a	10566
102412	Percentage of projects delivered on time or early for the current year	198.035	a	10566
102794	Percentage of unscheduled outages from change requests	198.039	a	10008
102796	Percentage of unscheduled outages from release introductions	198.04	a	10008
100825	Length in years of information architecture planning horizon	198.025		10565
101300	Number of IT FTEs for the process group "deliver and support information technology services" per \$1 billion revenue	$((198.0180g/100) * 198.016) / (198.006 * 0.000000001)$		10568
101302	Number of IT FTEs for the process group "deploy information technology solutions" per \$1 billion revenue	$((198.0180f/100) * 198.016) / (198.006 * 0.000000001)$		10567
101307	Number of IT FTEs for the process group "develop and maintain information technology solutions" per \$1 billion revenue	$((198.0180e/100) * 198.016) / (198.006 * 0.000000001)$		10566
101310	Number of IT FTEs for the process group "develop and manage information technology customer relationships" per \$1 billion revenue	$((198.0180b/100) * 198.016) / (198.006 * 0.000000001)$		10564
101318	Number of IT FTEs for the process group "manage business resiliency and risk" per \$1 billion revenue	$((198.0180c/100) * 198.016) / (198.006 * 0.000000001)$		11216
101320	Number of IT FTEs for the process group "manage enterprise information" per \$1 billion revenue	$((198.0180d/100) * 198.016) / (198.006 * 0.000000001)$		10565
101322	Number of IT FTEs for the process group "managing IT knowledge" per \$1 billion revenue	$((198.0180h/100) * 198.016) / (198.006 * 0.000000001)$		10569
101324	Number of IT FTEs for the process group "manage the business of information technology" per \$1 billion revenue	$((198.0180a/100) * 198.016) / (198.006 * 0.000000001)$		10009
101930	Percentage of data assessed for compliance with information policies and standards	198.028		10565
101932	Percentage of data managed centrally as enterprise information assets	198.026		10565

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Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101934	Percentage of data that has defined policy, definition, and change control responsibility	198.027		10565
102122	Percentage of initial functionality delivered for the current year	198.037		10566
Cycle Time				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100333	Average time in hours to resolve a service commitment disruption	198.041		10008
100335	Average time in hours to resolve highest priority problems for the current year	198.0420b		10566
100336	Average time in hours to respond to highest priority problem for the current year	198.0420a		10566
103395	Time in months to break even for new or enhanced IT services for investments less than \$100,000	198.0320a		10008
103403	Time in months to break even for new or enhanced IT services for investments between \$100,000 and \$250,000	198.0320b		10008
103405	Time in months to break even for new or enhanced IT services for investments between \$250,000 and \$500,000	198.0320c		10008
103407	Time in months to break even for new or enhanced IT services for investments between \$500,000 and \$1 million	198.0320d		10008
103410	Time in months to fulfill a business need with relevant IT solutions for investments between \$100,000 and \$250,000	198.0330b		10566
103412	Time in months to fulfill a business need with relevant IT solutions for investments between \$250,000 and \$500,000	198.0330c		10566
103414	Time in months to fulfill a business need with relevant IT solutions for investments between \$500,000 and \$1 million	198.0330d		10566
103417	Time in months to fulfill a business need with relevant IT solutions for investments less than \$100,000	198.0330a		10566
103419	Time in months to market for new or enhanced IT services for investments less than \$100,000	198.0340a		10008

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Cycle Time				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
103427	Time in months to market for new or enhanced IT services for investments between \$100,000 and \$250,000	198.0340b		10008
103429	Time in months to market for new or enhanced IT services for investments between \$250,000 and \$500,000	198.0340c		10008
103431	Time in months to market for new or enhanced IT services for investments between \$500,000 and \$1 million	198.0340d		10008
103437	Time in weeks to close an identified IT skill or capability gap	198.015		10563
Staff Productivity				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101295	Number of IT customers serviced per IT FTE	198.008 / 198.016	a	10008
Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100957	Number of external service provider FTEs per \$1 billion revenue	$((198.017/100) * 198.016) / (198.006 * 0.000000001)$		10008
101770	Percentage of total IT FTEs that are external service providers	198.017		10008
102723	Percentage of total IT cost allocated for IT operations	(198.0230f+198.0230g)		10008
102725	Percentage of total IT cost allocated for IT planning and management	(198.0230a+198.0230b+198.0230c+198.0230h)		10008
102727	Percentage of total IT cost allocated for IT development and maintenance	(198.0230d+198.0230e)		10008
102729	Percentage of total IT costs for process group "deliver and support information technology services"	198.0230g		10568
102730	Percentage of total IT costs for process group "deploy information technology solutions"	198.0230f		10567
102731	Percentage of total IT costs for process group "develop and maintain information technology solutions"	198.0230e		10566
102732	Percentage of total IT costs for process group "develop and manage IT customer relationships"	198.0230b		10564

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Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
102733	Percentage of total IT costs for process group "manage business resiliency and risk"	198.0230c		11216
102734	Percentage of total IT costs for process group "manage enterprise information"	198.0230d		10565
102735	Percentage of total IT costs for process group "manage IT knowledge"	198.0230h		10569
102736	Percentage of total IT costs for process group "manage the business of information technology"	198.0230a		10563

About APQC's Open Standards Benchmarking

- APQC is the steward of the open standard benchmarking content. Content is developed and reviewed by various subject matter experts.
- Participation in APQC's Open Standards Benchmarking is complimentary for APQC Enterprise Members. APQC Functional Members can benchmark in their functional membership at no cost.
- By participating, you will receive a detailed table comparing your responses with those of your peers. In essence, you'll get a row-by-row comparison of your responses versus those of your peers. The data tables will feature your answers as well as indicate the high, median and low performance ranges.
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