Metrics and key performance indicators (KPIs) for evaluating software support and maintenance effectiveness

Key Performance Indicators help define your strategy and clear focus. Metrics are your “business as usual” measures that still add value to your organization but aren't the critical measure you need to achieve. Every KPI is a metric, but not every metric is a KPI.

Software support and maintenance should set performance metrics which can help them drive continuous improvement. Such KPIs may include Software Uptime/downtime, Average issue response time, average issue resolution time and user satisfaction

---

Revision #1
Created 8 October 2025 10:20:50 by RISA
Updated 8 October 2025 10:21:17 by RISA