

## KPI Dashboard

### Section: KPI & Budget Tools

KPI Name	Unit of Measure	Week 1	Week 2	Week 3	Week 4	Goal/Status
First Contact Resolution Rate	Percent (%)	68%	71%	74%	79%	Goal: $\geq 80\%$ – <i>Almost Met</i>
System Uptime	Percent (%)	98.8%	99.0%	99.3%	99.7%	Goal: $\geq 99.5\%$ – <i>Met</i>
Number of Tickets Closed/Week	Count	142	155	163	175	Goal: $\geq 160$ – <i>Exceeded</i>

These KPIs also show gradual improvements in key aspects of IT support service delivery, including resolution effectiveness, system reliability, and service volume. The First Contact Resolution Rate (FCR) is also enhanced due to the intensified documentation and training of frontline agents to limit the necessity for ticket escalation. The hardware maintenance and preemptive maintenance procedures, combined with strategic hardware modifications, significantly increased the system uptime (Yazdi, 2024). Closed tickets per week surpassed the estimations because of the optimization of tasks and automated routine procedures. The principal reason that contributed to these gains was the introduction of a tiered escalation matrix into our working process. The matrix, by limiting the scope of the issue and grouping issues of similar severity levels into a specific support level, facilitated a prompt response, reduced delays, and enhanced accountability (Gbabo et al., 2022). This formalized approach to doing things led to increased productivity and service performance by the team.

## References

- Gbabo, E. Y., Okenwa, O. K., & Chima, P. E. (2022). Designing Communication and Escalation Models for Risk Coordination in Infrastructure Programs.  
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- Yazdi, M. (2024). Maintenance strategies and optimization techniques. In *Advances in Computational Mathematics for Industrial System Reliability and Maintainability* (pp. 43-58). Cham: Springer Nature Switzerland.  
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