**Performance Monitoring Dashboard – Odoo ERP Implementation**

**Project:** Odoo ERP Implementation  
**Organization: Telco Net Company**  
**Prepared by:** IT Project Manager  
**Date:** June 2025

**1. Purpose**

To provide real-time visibility into the operational and performance health of the newly implemented Odoo ERP system, enabling data-driven decision-making and continuous improvement.

**2. Key Performance Indicators (KPIs)**

| **KPI Name** | **Description** | **Target** | **Actual / Current** | **Status** |
| --- | --- | --- | --- | --- |
| UAT Pass Rate | Percentage of test cases passed during UAT | ≥ 95% | 96.5% | ✅ |
| Training Completion Rate | % of users who completed ERP training | ≥ 90% | 97% | ✅ |
| Post-Go-Live Incident Count | Number of critical/support incidents logged | ≤ 10 | 6 | ✅ |
| Average Incident Resolution Time | Mean time (hours) to resolve ERP support tickets | ≤ 24 hours | 18 hours | ✅ |
| User Satisfaction Score | % positive feedback from end-users | ≥ 85% | 89% | ✅ |
| System Uptime | Percentage of time system is available | ≥ 99.9% | 99.95% | ✅ |
| ROI Realization | % of forecasted benefits realized to date | ≥ 50% | 40% | ⚠️ |

**3. Dashboard Visuals (Suggested)**

**a. Bar Chart – UAT & Training Completion**

* Shows monthly progress on training completion and UAT pass rates.

**b. Line Graph – Incident Trend**

* Tracks number of support tickets opened vs. closed per week/month.

**c. Pie Chart – Incident Categorization**

* Categorizes incidents by type: Technical, User Error, Data, Performance.

**d. Gauge Meter – User Satisfaction**

* Displays live satisfaction score from user surveys.

**e. KPI Summary Table**

* Quick overview of all KPIs with color-coded status indicators (green/yellow/red).

**4. Data Sources & Update Frequency**

* Data pulled from ERP system logs, helpdesk ticketing system, user surveys, and training records.
* Dashboard updated weekly with automated data feeds where possible.

**5. Usage**

* Reviewed weekly by Project Manager, IT Support, and Business Leads.
* Basis for monthly steering committee reports.
* Drives continuous improvement initiatives.