**KPI-Based Performance Reports & SLA Scorecards**

* Develop weekly **SLA compliance reports** with metrics: first response time (FRT), ticket resolution time (TRT), data sync lag, and system uptime.
* Segment KPIs by region, business unit, and module (e.g., Finance, HR, Customer Service).
* Visualize trends using **Power BI** dashboards with historical comparison (last 12 weeks).
* Include automated email delivery to SLT every Friday 10 AM with red/yellow/green performance flags.