

Monthly Supervisor Summary Report

Prepared for: Director of IT Operations

Date: 7/6/2025

Reporting Period: June 2025

Executive Summary

The IT Support team delivered strong performance, meeting or exceeding 4 out of 5 key KPIs. System uptime and ticket closure rates saw the most improvement. Strategic investments in tools, training, and workflow upgrades contributed significantly to service quality.

KPI Performance Overview

Metric	Achieved	Target	Status
Avg. Resolution Time	3.9 hrs	≤ 4.0 hrs	Near Target
Customer Satisfaction	90%	≥ 85%	Exceeded
First Contact Resolution	80%	≥ 80%	On Track
System Uptime	100%	≥ 99.5%	Exceeded
Tickets Closed	150	≥ 130	Exceeded

Budget Summary

- Monthly Recurring: \$409.95
- One-time Investments: \$3,995
- Annual Budget Impact: \$8,914.40

Action Items & Recommendations

- Deploy ServiceNow and complete ITIL 4 training
- Reduce resolution time by 0.1 hrs
- Approve proposed budget for continued success
- Maintain 100% uptime and improve documentation

Conclusion

Performance is strong across all major metrics. Minor resolution time improvements are achievable with current plans. Continued investment in people and platforms is recommended for sustained service quality and operational growth.