**📑 IT Services & Consulting – SLA Performance Case Study**

**Project Overview**

As part of an initiative to improve operational performance for a global IT Services and Consulting provider, I conducted an in-depth data analysis of SLA (Service Level Agreement) compliance, ticket resolution patterns, and technician performance across a 12-month period (January–December).

The analysis focused on key metrics such as breach rates, escalation patterns, resolution times, and client satisfaction correlations.

**Key Findings**

1. **Overall SLA Compliance Below Target:**
   * SLA compliance across all regions averaged **below the 90% target**.
   * Performance issues in the **United States** and escalations on **medium and high-priority tickets** were the major drivers of SLA breaches.
2. **September was the Worst Month:**
   * **September recorded the highest number of SLA breaches**, driven primarily by medium and high-priority tickets.
3. **Ticket Escalation Trends:**
   * **Medium and high-priority tickets** were more likely to be escalated, contributing significantly to overall SLA non-compliance.
4. **Technician Performance:**
   * **Top 10 technicians by average solution hours** resolved issues faster than others.
   * **Top 5 technicians by SLA compliance** were recognized, showing that individual excellence impacted overall SLA metrics positively.
5. **Regional Insights:**
   * The **United States** had the highest number of tickets generated and the **highest average resolution time** compared to APAC and Europe.
   * **October, November, and December** showed a decline in ticket volume.
6. **Industry Impact:**
   * The **Retail Industry** had the highest number of breached tickets, consistently failing to meet SLA targets.
7. **Client Satisfaction Correlation:**
   * **Client satisfaction scores** strongly correlated with SLA adherence — lower SLA performance led to lower client satisfaction ratings.

**DEEPER INSIGHT**

While ticket breach numbers across industries (Retail, Healthcare, Finance, Education, Manufacturing and Technology) were numerically close (899 – 970 breaches), the **Retail industry** performed slightly worse and contributed more heavily to escalations and SLA breaches.

The issue appeared **systemic across industries**, rather than isolated.

**RECOMMENDATIONS**

| **Area** | **Recommendation** | **Rationale** |
| --- | --- | --- |
| SLA Improvement | Conduct SLA compliance workshops for all technicians focusing on medium and high-ticket handling. | Medium and high-priority tickets are most escalated and breached. |
| Triage Optimization | Implement a smarter triage process to accurately prioritize tickets based on complexity and urgency. | Prevent escalation of incorrectly classified tickets. |
| Technician Upskilling | Create targeted training programs for technicians with lower SLA compliance rates. | Reduce technician performance unevenness. |
| Retail Industry Focus | Introduce Retail-specific SLA protocols and escalation management SOPs (Standard Operating Procedures). | Retail industry breaches exceed other industrie. |
| Client Satisfaction Recovery | Align SLA targets to customer satisfaction goals, ensuring that service improvements are directly linked to client experience initiatives. | To boost client loyalty and retention. |

**Measurable KPIs Proposed:**

* SLA Compliance Rate improvement to **>92%** within 6 months.
* Ticket escalation reduction by **15%** within 3 months.
* Retail and other industries breach rate to be reduced by **20%** within 6 months.
* Client satisfaction rating to increase by **5%** over 9 months.

**Project Impact Summary**

Through detailed SLA performance analysis and focused recommendations, the organization can anticipate measurable improvements in service delivery, client satisfaction, and operational efficiency across regions and industries.

**📌 Technologies Used**

* **Excel** for exploratory data analysis, visualizations, and KPI dashboards.
* **SQL** for structured querying, ticket performance segmentation, and trend analysis.