

Monthly Supervisor Summary Report

Monthly Performance Summary: IT Support Department

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During this four-week cycle, the IT support team has demonstrated a notable improvement in service delivery. The mean ticket resolution time improved continuously and was reduced to 2.0 hours, compared to 3.0 hours, bringing it close to the threshold of 2.5 hours. Our customer satisfaction ratio, which was previously 84%, increased to 91%, demonstrating how the mitigation of response times and quick problem-solving made the difference. Service level achievement was sustained at a system uptime of 99.3%, which ensured fewer complaints about its availability or downtime. All the metrics demonstrate the team's enhanced dedication to providing quality support and maintenance.

These included the major fields that influence performance as well as well-being and were divided according to the \$1,000 budget provided. Subscriptions, such as Freshdesk, were selected due to their automation capabilities and the inclusion of escalation flows, which will help us achieve our mission of enhancing SLA compliance (Nguyen, 2022). We have purchased an ergonomic standing desk to enhance technician concentration and reduce back problems that arise from long working hours. A license upgrade for the VPN improves the stability of remote work with the server, which is a common issue. Last, the performance shortcomings being addressed through technical troubleshooting training were Tier 1 response time and resolution quality.

We have made considerable progress, we will continue to work on minimizing the time it takes to resolve issues, primarily through the optimization of knowledge base search functions and scripting Tier 1 responses. Freshdesk will integrate a feedback loop within the

middle of the month, which will contain a survey that will help answerers identify real-time issues about the dissatisfaction tendency.

HubSpot is one such company, as time-sensitive customer feedback and KPI dashboards drive its IT support strategy. HubSpot continually measures customer satisfaction and system uptime to ensure its helpdesk personnel can effectively address urgent client needs without compromising the quality of the services offered (Alhumud & Alsulami, 2025). By implementing a centralized service desk and providing ongoing training to support staff, they have found that ticket resolution times are shorter and the number of tickets that can be resolved on the first contact is higher. This also aligns with our practice of utilizing KPI insights to allocate training budgets and improve technician responsiveness. Cisco utilizes predictive analytics by using service desk tools, such as Freshdesk, to predict user requests and automate ticket buckets-ticket buckets (Sheth et al., 2024). Motivated by this idea, we chose Freshdesk to simplify the ticket routing process and minimize the time required to handle them.

References

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