

KPI Dashboard

Weekly IT Performance Metrics

KPI Name	Measurement Unit	Week 1	Week 2	Week 3	Week 4	Goal	Status Indicator
Avg. Ticket Resolution Time	Hours	3.0	2.5	2.3	2.0	≤ 2.5 hours	Improvement in progress
Customer Satisfaction Score	Percent (%)	84	86	89	91	≥ 85%	Goal consistently met
System Uptime	Percent (%)	98.9	99.3	99.6	99.5	≥ 99.0%	Within standard

On the KPI Dashboard, it is evident that improvements in key IT support metrics have been observed over the past four weeks. The average time to resolve tickets is also showing steady improvements, decreasing from 3.0 hours to 2.0 hours, which means the team is addressing an increasing number of tickets with even greater efficiency. The customer satisfaction rates continued to surge, surpassing the 85% mark during Week 2 and increasing to 91% during Week 4, as user experiences and the applied support practices remained satisfactory (Okeke et al., 2024). The system uptime was maintained at an optimal level of over 99%, ensuring minimal service disruption. This dashboard would be helpful not only for monitoring performance trends but also for making informed decisions, identifying areas for improvement, and determining how team efforts should align with the service. It enables IT supervisors to gauge the effects, demonstrate resource outlay, and deliver messages of success to targeted individuals (Kambartsumjan, 2021).

References

Kambartsumjan, A. (2021). *Designing, implementing, and evaluating a real-time performance dashboard* (Master's thesis, University of Twente).

<http://essay.utwente.nl/88820/>

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