Goals and KPIs

* Resolve all incidents in the time specified in the SLA
* Resolve as many incidents at level one as possible to increase productivity
* Document solutions when they are found
* Build a knowledgebase to help resolve problems faster
* Invest in IT staff training to keep analysts up to date
* Respond to tickets within 4 hours during business hours
* Spread tickets out across analysts to increase productivity
* Listen to feedback from customers