User Story 2 – Executive Analytics & KPI Governance (Power BI)

As a CXO, standardized service KPIs are required so that leadership decisions are based on consistent, governed, and reliable metrics across all regions.

To address this requirement, Power BI is used to build an executive analytics dashboard focused on trends, exceptions, and root-cause indicators. A centralized KPI governance approach is followed to ensure that the same KPI definitions are used consistently across all reports and regions.

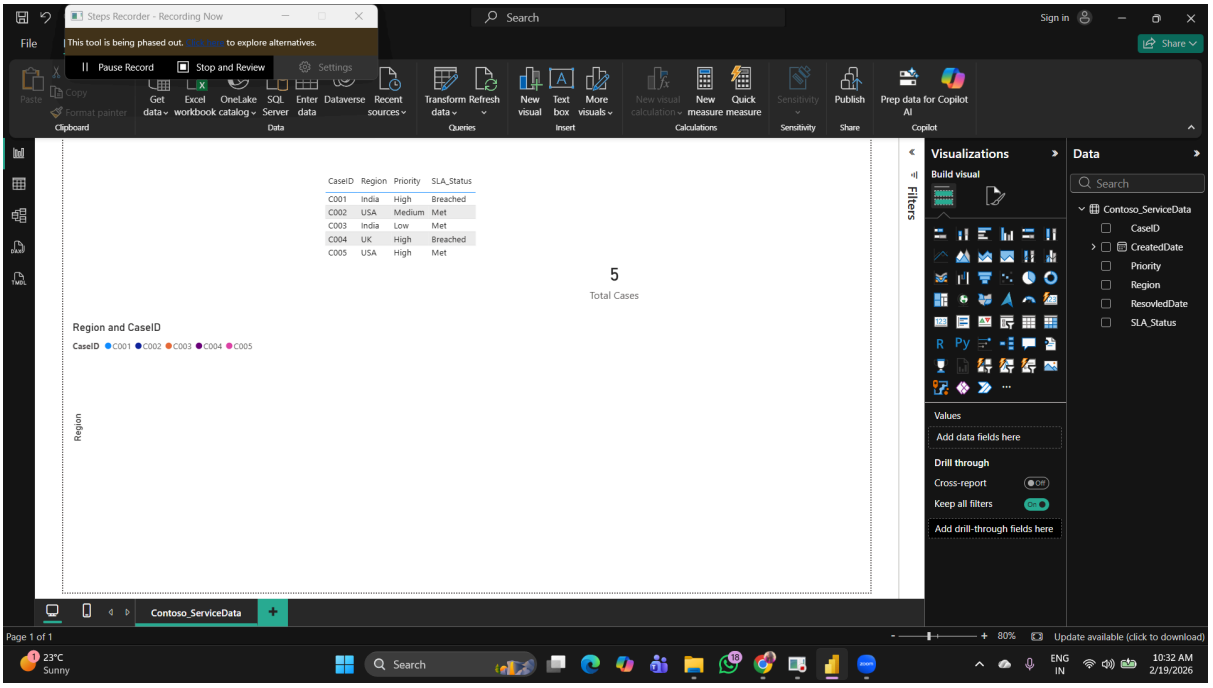
KPI Governance:
All KPIs are formally defined and documented before implementation.
For example, SLA Breach is defined as a case where the ticket is resolved after the SLA target time or remains unresolved beyond the SLA deadline.
This single definition is reused across all Power BI visuals to avoid inconsistent interpretations.

Power BI Dashboard Design:
The Power BI dashboard includes the following views:
- Trends showing ticket volume and SLA compliance over time
- Exception analysis highlighting SLA-breached cases
- Root-cause indicators based on region, priority, and case category

Calculated measures are used to compute KPIs such as SLA Compliance percentage and breach counts. This ensures flexibility and maintains data consistency across visuals.

Data Storytelling & Insights:
The dashboard is designed to guide leadership from high-level trends to specific problem areas. Visuals clearly highlight regions or priorities with repeated SLA breaches, enabling data-driven decision making.

Refresh & Licensing Considerations:
The Power BI report uses scheduled refresh based on business needs. Power BI Pro licensing is considered for leadership users, and refresh frequency is planned to balance performance and cost constraints.



In this Power BI dashboard screenshots are included to demonstrate KPI trends, exceptions, and root-cause indicators using sample service data.