



Key Performance Indicators for an IT Specialists:

1. Technical Performance

- **System Uptime:** Percentage of time systems are operational.
- **Incident Response Time:** Average time to respond to IT incidents.
- **Resolution Time:** Average time to resolve IT issues.

2. Productivity

- **Ticket Closure Rate:** Number of IT tickets closed per period.
- **Project Completion:** Percentage of projects completed on time.
- **Task Efficiency:** Number of tasks completed within a set timeframe.

3. Quality of Service

- **Customer Satisfaction:** Satisfaction rating from users (e.g., post-incident surveys).
- **First Contact Resolution (FCR):** Percentage of issues resolved on the first contact.
- **Service Level Agreement (SLA) Compliance:** Percentage of issues resolved within agreed timelines.

4. Operational Excellence

- **System Downtime:** Total downtime of critical systems.
- **Backup Success Rate:** Percentage of successful backups.
- **Patch Management:** Percentage of systems with up-to-date patches.

5. Innovation and Improvement

- **Process Improvement Initiatives:** Number of initiatives implemented to improve IT processes.
- **Automation Rate:** Percentage of tasks automated.
- **Continuous Learning:** Participation in training and certifications.

6. Collaboration and Communication

- **Team Collaboration:** Effectiveness in working with other IT team members.



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- **Stakeholder Communication:** Effectiveness in communicating with stakeholders and users.
- **Knowledge Sharing:** Contributions to documentation and training sessions.