3. PTO Request and Approval Tracker Table

Employee Name	Requested Time Off	Date Range	Supervisor Approval	Notes
Person-1	Personal	July 18 – 19	Approved	Coverage confirmed with Tier 1
Person-2	Sick Leave	July 22	Pending	Medical note required
Person-3	Training Workshop	July 24 – 26	Approved	Aligns with KPI/Customer Training
Person-4	Vacation	Aug 2 – Aug 9	Denied	Overlapping departmental absence

A PTO Tracker helps IT supervisors anticipate tasks to be done and when they can be completed, ensuring consistent service levels even in the event of personnel absences. There is no monitoring of how leave overlap may clash with other support schedules or times that are sensitive to SLA. It is directly relevant to KPIs such as Ticket Resolution Rate and System Uptime, as both understaffing and its consequences, including the ticket backlog or SLA violation, must be avoided (Jackson, 2023). The weekly increase in ticket closure recorded on your dashboard can only be sustained with a balanced allocation of resources. The approvals are made with consideration of shift coverage, training alignments, and team capacity, with guarantees of productivity and adherence to HR policies (Biliaev, 2024). This tracker can be used as evidence of compliance in audits and HR reporting. With such a table, combined with tools like Microsoft 365 or Jira calendars, supervisors can ensure real-time availability checks. It is a fundamental HR solution that enables scheduling and openness among the IT management.

References

Biliaev, B. D. (2024). *Evaluation of best HR practices towards improving employee commitment* (Master's thesis, Sumy State University). https://essuir.sumdu.edu.ua/handle/123456789/98006

Jackson, N. (2023). *The Use of Service-Level Agreements in Tennessee to Measure Employee Performance: A Qualitative Research Study*. Colorado Technical University. https://search.proquest.com/openview/1c9bd5082c3bd2b093f54f7a750a958c/1?pq-origsite=gscholar&cbl=18750&diss=y