

**KPI Dashboard: IT Support Performance Tracker**

KPI Name	Measurement Unit	Week 1	Week 2	Week 3	Week 4	Goal	Status Indicator
Avg. Ticket Resolution Time	Hours	2.5	2.3	2.0	1.8	$\leq 2.5$ hrs	Improving trend
First Contact Resolution Rate	Percent (%)	78	80	85	87	$\geq$ 80%	Goal reached in Week 2
Tickets Closed per Week	Number	98	105	110	120	$\geq 100$	Exceeding expectations

The KPI Dashboard provides a clutter-free report on how the IT support staff is responding and performing effectively over four weeks. The mean time to resolve tickets exhibits a consistent trend, decreasing from two hours to one hour, while the time to fix a problem has increased (Ahmed et al., 2023). The initial contact resolution percentage also exceeded the 80% target early in Week 2, indicating a general improvement in initial issue diagnosis and the need for fewer follow-ups. Tickets: The number of closed tickets per week grew to 120 in Week 4, indicating that the team improved its capacity and efficiency in terms of workflow. The dashboard is an essential tool that enables supervisors to observe performance trends, identify areas of strength, and focus on areas that require coaching (Kobi, 2024). This is also because it facilitates data-driven decision-making, assists in evaluating the rationality of resource distribution, and integrates team objectives with organizational service norms.

## References

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