

KPI Dashboard – IT Support Team Performance

KPI Name	Measurement Unit	Week 1	Week 2	Week 3	Week 4	Goal	Status Indicator
Avg. Ticket Resolution Time	Hours	3.1	2.7	2.3	2.0	≤ 2.5 hrs	Improved efficiency
Customer Satisfaction Score	Percent (%)	82	86	88	91	$\geq 85\%$	Goal met consistently
Number of Tickets Closed	Tickets/Week	92	104	110	117	≥ 100 /week	Target exceeded

The KPI Dashboard displays systematic and relevant progress in the core performance areas of the IT support team over four weeks. It became more efficient, with internal resources being utilized more effectively. However, the average time it took to resolve the ticket decreased by 0.1 hours, from 3.1 to 2.0 (Haw et al., 2022). As observed, the customer satisfaction score improved to 91%, indicating that the increased feedback quality and improved communication with the user were positively affected. The number of closed tickets per week has exceeded the 100-ticket mark since the second week, reflecting the team's higher work productivity. These measures will not only help in monitoring performance but also aid in diagnosing operational strengths and inform future decision-making in areas such as training, resource allocation, and process improvement (Ajiga et al., 2024). This formalized study facilitates evidence-based leadership and service optimization on an ongoing basis.

References

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- Haw, S. C., Ong, K., Chew, L. J., Ng, K. W., Naveen, P., & Anaam, E. A. (2022). Improving the prediction resolution time for customer support ticket system. *Journal of System and Management Sciences*, 12(6), 1-16.
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