DELIVERABLE #5

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Information Technology Field Experience-EX20

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Monthly Supervisor Summary Report

Over the previous month of operation, our IT support unit has shown the necessary improvement regarding key performance indicators (KPIs), which represents an increase in the efficiency of the given aspect and customer satisfaction. The average time that it has taken to resolve tickets has been reducing continuously over the four weeks (5.2 hours during Week 1 to 4.1 hours during Week 4) and is only a step away towards reaching our intended target (4 hours). It is a positive sign that shows greater responsiveness and problem-solving in the team. The score of customer satisfaction has also depicted a positive trend in that it has improved since the year 2011, when it was 85% and now stands at 93%, above the target of 90%. Besides, the closed tickets per week grew on average to more than 160, which indicates maintained output and optimisation of workflow agreements. These findings are an indication that our operations are efficient in terms of processes and the distribution of resources.

On the issue of the monthly budget, spending has been aligned towards what we consider our strategic priorities. Purchasing of software applications, including the Zoom Pro License and Helpdesk Ticketing Tool, has eased the process of communication and keeping track of tickets, which has directly contributed to the KPIs. The training cost of online IT courses has helped in the creation of better skills, which is exhibited in the ultimate reduction of the amount of time that passes before the solving of tickets, as well as customer satisfaction. The investment in the hardware, such as ergonomic chairs and substitute keyboards, has helped the team stay comfortable and incur reduced time spent on the problems of the equipment's malfunction, which is of additional contribution to the performance in general.

Although we have these positive results, it is also possible to improve things. We are to work on the additional shortening of the ticket resolving time, finding the bottlenecks in complicated cases. Cross-training of members of team members should be enhanced to achieve

flexibility and coverage at peak workloads. The next steps are performing the workflow analysis to simplify the escalation process and arranging more training sessions concerning the skills of advanced problem-solving. The consistent observation of KPIs and the rearrangement of the budgetary allocations according to the needs will help to maintain the growth and operational excellence. On the whole, the team is on a good development path, and after improvement due to specific changes, we believe that we will achieve better performance than what is required by the existing goals in the coming months.