

DELIVERABLE #5**Saleem Mohammed****Information Technology Field Experience-EX20****Michael Moifolley****6th July, 2025**

KPI Dashboard: IT Team Performance (4-Week Tracking)

KPI Name	Measurement Unit	Week 1	Week 2	Week 3	Week 4	Goal	Status Indicator
Average Ticket Resolution Time	Hours	5.2	4.8	4.3	4.1	≤ 4 hours	<div><div></div><div></div><div></div><div></div></div> (Improving)
Customer Satisfaction Score	Percent (%)	85%	88%	91%	93%	≥ 90%	<div><div></div><div></div><div></div><div></div></div> (On target)
Tickets Closed per Week	Count (#)	145	158	170	165	≥ 160 tickets	<div><div></div><div></div><div></div><div></div></div> (Consistent)