Monthly Summary Report: IT Team Performance & Budget

The IT support team has demonstrated high operational efficiency over the four-week cycle. The average system uptime was 99.6%, which is much higher than our reliability target. The resolution rate of the tickets increased every week and reached 123 tickets resolved in Week 4, with a 17 percent increase compared to Week 1. The mean resolution time was within the target of 2.1 hours, demonstrating a fast response time. Even the level of customer satisfaction has remained at 90 percent for the last week, a number that suggests the team's approach to empathetic support of people, as emphasized in the last reflections. The mini-budget was set at $1,000 per month and allocated to four main categories: productivity (Zoom, Jira), technician wellness (ergonomic chairs), upskilling (ITIL), and contingency requirements. Dedication to Jira Service Management has significantly enhanced the traceability and escalation of tickets, while the Zoom Pro licenses remain in place to provide remote solutions (Herrera, 2024).

The incorporation of ergonomic seats shows the preventive nature of burnout amongst all technicians, enhancing their concentration and productivity. By exceeding the target in the rate of resolution, we could decrease the average level of resolving time by implementing chat filters with the use of AI in Tier 1 triages. The implementation of the mid-month micro-survey on satisfaction might allow the detection of dissatisfaction tendencies earlier. Next month, a refresher rotation on ticket categorization will be conducted to ensure uniformity among agents. Similar to how Duolingo strives to provide fast and educational customer service (Tuong & Dan, 2024), our KPIs will focus on combining both speed and user education in our quest to empower our end-users in the event of a technical issue. Weekly KPIs, such as satisfaction NPS and ticket closure rates, help the IT team at Slack proactively adjust the course of support (Oberdorf et al., 2021). Our KPI model is also designed in such a way that it accommodates agile, recurring changes.

References

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