KPI Dashboard: Weekly IT Team Performance Metrics

KPI Name	Measurement Unit	Week 1	Week 2	Week 3	Week 4	Goal	Status Indicator
System Uptime	Percent (%)	99.4	99.6	99.8	99.7	≥ 99.5%	Goal met
Tickets Closed per Week	Number	105	112	118	123	≥ 100	Exceeding expectations
Avg. Ticket Resolution Time	Hours	2.4	2.2	1.9	2.1	≤ 2.5 hrs	Within range
Customer Satisfaction Score	Percent (%)	87	89	91	90	≥ 85%	Consistently positive

The KPI Dashboard reflects the sound performance of the IT support team in four key areas over four weeks. The uptime on the systems was consistently above the 99.5% target, resulting in high availability and minimal disruptions. Week by week, there were also more ticket closures, indicating increased productivity and effective issue management (Aglibar & Rodelas, 2022). The average ticket resolution time was significantly reduced and remained under the 2.5-hour standard, demonstrating the team's perseverance and performance. The customer satisfaction scores consistently exceeded the 85% benchmark, allowing for conclusions to be drawn about user orientation and high-quality service. This dashboard will not only be a one-time performance check, but it will also be an essential component in discovering trends, team strengths, and, above all, areas that need to be improved strategically. Monitoring KPIs every week will enable supervisors to make informed decisions, prioritize resources effectively, and address service gaps openly (Kankaanpää, 2024). The learned insights also aid in effective stakeholder communication and optimization services in the long run.

References

Aglibar, K. D., & Rodelas, N. (2022). Impact of Critical and Auto Ticket: Analysis for Management and Workers Productivity in using a Ticketing System. *arXiv preprint arXiv:2203.03709*. https://arxiv.org/abs/2203.03709

Kankaanpää, K. (2024). Key performance indicators to enhance customer success management in IT service delivery. https://lutpub.lut.fi/handle/10024/167816