3) PTO Request and Approval Tracker

Employee Name	Requested Time Off	Date Range	Supervisor Approval	Notes
Employee Name-1	Sick Leave	July 15	Approved	Doctor's note received
Employee Name-2	Training Program	July 22–24	Approved	Aligns with ITIL service goals
Employee Name-3	Vacation	July 29 – Aug 2	Pending	Coverage plan required
Employee Name-4	Personal	July 30	Denied	Conflicts with team workload

The PTO tracker can be used to plan efficiently without disruption of service due to employee absenteeism. It offers insights into who is absent, where, and why, enabling their supervisors to assess the team's capacity at the moment. For example, allowing leave during the high-load period may slow down the ticket resolution process or violate SLA indicators. The connection of the PTO condition to tools such as Jira or shared calendars facilitates operational preparedness (Herrera, 2024). HR audit trails and the transparency of teams depend on the field of note. On your end, where the uptimes were 99.5%, and the closing of tickets was at 123 per week, leave planning is essential to sustain the level of performance. The tracker coordinates time-off approval with KPIs and prevents burnout by monitoring the possibility of creating balanced schedules (Aglibar & Rodelas, 2022). This instrument links the efficiency of HR with IT service continuity, creating a more structured and people-oriented work environment.

References

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