

Impact Analysis

SLA Monitoring Enhancement

Customer Support Ticketing System

1. Purpose of the Impact Analysis

This document evaluates the **operational, technical, and organizational impact** of introducing enhanced SLA monitoring capabilities into the existing Customer Support Ticketing System.

The goal is to identify:

- Expected benefits
 - Required changes
 - Risks and mitigation actions
- to support informed decision-making prior to implementation.
-

2. Operational Impact

Positive Impacts

- Improved visibility of SLA compliance across all ticket categories
- Faster identification of at-risk and breached tickets
- Reduced manual tracking and escalation effort
- More consistent handling of high-priority incidents

Operational Changes

- Support agents will receive SLA-related alerts and indicators during ticket handling
- Team leads will incorporate SLA metrics into daily and weekly operational reviews
- Escalation workflows will become more structured and time-driven

Risks

- Initial learning curve for support agents
 - Potential alert fatigue if thresholds are not calibrated properly
-

3. IT / System Impact

System Changes Required

- Extension of ticket data model to store SLA thresholds, timers, and breach flags
- Implementation of background processes for SLA time tracking
- Configuration of notification and escalation rules

Integration Considerations

- Alignment with existing ticket status lifecycle
- Dependency on accurate system timestamps and working hour definitions

Risks

- Increased system load due to background SLA monitoring
 - Inconsistent SLA calculations if business calendars are misconfigured
-

4. Reporting & Management Impact

Benefits

- Availability of SLA performance dashboards
- Objective, data-driven performance evaluation
- Improved transparency for management and stakeholders

New Metrics Introduced

- SLA compliance rate (%)
 - Average resolution time by priority
 - Number of SLA breaches per period
 - Escalation response times
-

5. Organizational Impact

Stakeholders Affected

- Customer Support Agents
- Team Leads / Operations Management
- IT Support & System Owners
- Business Stakeholders

Change Management Considerations

- Short onboarding and training sessions recommended
- Clear communication of SLA rules and expectations

- Alignment between operational KPIs and SLA targets

6. Risk Summary & Mitigation

Risk	Impact	Mitigation
Incorrect SLA configuration	High	Validation during UAT
Alert overload	Medium	Gradual rollout and tuning
Resistance to process change	Medium	Stakeholder involvement

7. Conclusion

The SLA Monitoring Enhancement introduces **moderate system and process changes** with **high operational and managerial value**.
With proper configuration and stakeholder alignment, the expected benefits significantly outweigh the identified risks.