

Monthly Supervisor Summary Report

To: Director of IT Operations

From: Bhavya Pentyala, IT Support Supervisor

Date: July 6, 2025

Subject: Monthly Team KPI Summary & Budget Allocation Report

Over four weeks, all key KPIs showed a substantial improvement in the IT support team's performance. We were able to reduce our average ticket resolution time from 5.0 to 3.5 hours, which means our issue processing was becoming quicker, and our internal cooperation was improving. Similarly, customer satisfaction increased from 85% to 91%, surpassing our 90% target, which demonstrates that our new feedback loop and response etiquette training are effective (Barlow, 2022). First Contact Resolution has improved by 13%, although our goal for the next cycle is to exceed 85% through the augmentation of our knowledge base and the use of scenario-based simulations.

Our mini-budget allocation this month focused on performance tools as well as on the well-being of teams. Jira Service Management and Zoom licenses advanced our remote work and ticket management. Our CompTIA ITIL training is already starting to pay off, as we are developing a more structured approach to IT service delivery. Investing in ergonomic chairs helps maintain the health and productivity of technicians, particularly during peak support periods.

Areas for Improvement: We also identified the need to reduce the number of internal ticket bounces and increase Tier 1 resolution rates. To address this, I suggest conducting an audit of the prevalent escalation patterns to identify knowledge gaps and then encouraging the use of micro-training modules. We will introduce a peer-reviewing mechanism to resolve tickets, promoting quality assurance and horizontal learning.

Atlassian, a DevOps and ITSM powerhouse, leverages Jira dashboards to track team velocity and SLC rights in real-time, supporting improved incident management by providing superior visibility and putting everyone in the spotlight (Batskihh, 2023). This gave us our idea of a KPI dashboard structure and a data-driven decision-making process. E-commerce platform Shopify is renowned for striking a balance between productivity and wellness among its IT department employees (Marcus, 2021). They invest in their employees by allocating funds for continuous employee training and ergonomic upgrades to reduce fatigue and enhance the efficiency of support. This influenced our decision to invest in the CompTIA ITIL course, as well as ergonomic chairs, to enhance both technical knowledge and comfort in the workplace.

Next Steps:

- Implement team-wide ticket knowledge review sessions
- Launch Tier 1 coaching program
- Trial chatbot triage for repetitive issue handling

Respectfully,

Bhavya Pentyala

IT Support Supervisor, Cumberland University

References

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