📘 QUICKSTART GUIDE

Power BI IT Help Desk Analytics Dashboard (Template)

Page 1 — Overview

What This Dashboard Is

The **Power BI IT Help Desk Analytics Dashboard** is a ready-to-use reporting template designed for IT teams to monitor help desk performance, identify backlog risks, and support staffing and prioritization decisions.

This dashboard eliminates the need to build reports from scratch by providing:

- Pre-built KPIs
- Clean, executive-ready visuals
- Flexible data model for common ticket systems

Who This Is For

- IT Managers
- Help Desk Leads
- Managed Service Providers (MSPs)
- Internal IT Operations Teams

What Problems It Solves

- Lack of visibility into ticket volume trends
- Difficulty identifying backlog growth early
- No clear performance metrics by technician
- Manual reporting taking too much time

Page 2 — What's Included

This product includes:

- **Power BI Dashboard (.pbix)**
- **Sample IT ticket datasets**
- **Pre-built KPIs & visuals**
- **This Quickstart Guide**
- **Customizable layout & metrics**

Key Metrics Included

- Total Tickets
- Open vs Closed Tickets
- Average Resolution Time
- Tickets per Technician
- Ticket Trends Over Time
- Backlog & Aging Visibility

Page 3 — Required Data Structure

You can connect this dashboard to **CSV files**, Excel, or database sources.

Minimum Required Columns (Tickets)

Column Name	Description
TicketID	Unique ticket identifier
CreatedDate	Date ticket was opened
ClosedDate	Date ticket was resolved (nullable)
Status	Open / Closed / In Progress
Priority	Low / Medium / High
AssignedTech	Technician name or ID
Category	Issue category
Device	Related device or asset

Optional Tables

- **Users / Technicians**
- **Devices / Assets**
- **Calendar / Date table**

📌 The sample data included shows the expected structure.

Page 4 — Getting Started (5 Minutes)

Step 1: Open the Dashboard

1. Open **PowerBI_IT_HelpDesk_Dashboard.pbix**
2. Ensure you're using **Power BI Desktop (free)**

Step 2: Replace Sample Data

1. Go to **Home → Transform Data**
2. Select each sample CSV
3. Replace with your real data source
4. Confirm column names match

Step 3: Refresh

1. Click **Refresh**
2. Review visuals for accuracy
3. Adjust slicers if needed

Page 5 — How to Use the Dashboard

Common Use Cases

- Monitor daily and weekly ticket volume
- Identify backlog spikes early
- Track technician workload
- Review resolution performance trends
- Support staffing or scheduling decisions

Recommended Filters

- Date range slicer
- Ticket status
- Priority

- Technician

These allow leadership to quickly answer:

“Where are we falling behind?”

Page 6 — Customization Ideas

You can easily customize this dashboard to fit your environment:

- Add SLA thresholds
- Highlight overdue tickets
- Add department or location filters
- Modify KPIs for your service model
- Connect live ticket systems (ServiceNow, Jira, etc.)

📌 This template is intentionally flexible.

Page 7 — Support & Licensing

License

This product is licensed for **personal or internal business use**. Redistribution or resale of the template itself is not permitted.

Need Customization?

If you need:

- Custom KPIs
- Data model changes
- Live system integrations

You can contact the creator for **custom Power BI consulting services**.