

KPI Definition Document - SLA / Service Management Dashboard

1. Document Purpose

This document defines the Key Performance Indicators (KPIs) used in the SLA Dashboard project. These KPIs help management monitor service performance and identify operational improvements.

2. KPI Definitions

SLA Compliance Rate

Definition: Percentage of tickets resolved within the defined SLA time.

Formula: $(\text{Tickets Resolved Within SLA} \div \text{Total Tickets}) \times 100$

Business Value: Measures service efficiency and customer satisfaction.

Average Resolution Time

Definition: Average time taken to resolve service tickets.

Formula: $\text{Total Resolution Time} \div \text{Total Tickets}$

Business Value: Identifies delays in support process.

Priority-wise SLA Performance

Definition: SLA compliance percentage segmented by priority level.

Business Value: Helps monitor critical ticket handling performance.

Overdue Tickets

Definition: Number of tickets that exceeded SLA timeline.

Business Value: Highlights backlog and risk areas.

Ticket Volume Trend

Definition: Number of tickets received over time.

Business Value: Helps analyze workload and resource planning.

3. Reporting Frequency

KPIs are monitored on a daily and monthly basis for operational review.

4. Data Sources

Service ticket dataset including Ticket ID, Created Date, Resolved Date, Priority, and SLA Target Time.