Monthly Supervisor Summary Report

To: Director of IT Operations

From: Mohith Kumar Kilari, IT Support Supervisor

Date: July 6, 2025

Subject: Monthly Team KPI Summary & Budget Allocation Report

Over the last month, the IT support team has achieved notable progress in key performance indicators. Since we were more responsive and followed through, our Customer Satisfaction Score improved by 84 percent to 90 percent, corresponding to our target. First Contact Resolution has marked a 15 percent increase and now stands at 78 percent, thanks to active training and improved ticket triaging. Hardware upgrades and early signal diagnostics resulted in a system uptime of 99.9%.

This month, the budget was $ 965, which was dedicated to enhancing system reliability and user experience. We have invested in Jira Service Management, which has streamlined our working process and provided us with more insight into SLAs. The upgrade, which involved replacing a wireless access point in the conference room, significantly controlled recurring outages (Mendieta, 2021). The costs of training, including ITIL certification and online courses, were used to enable our Tier 1 and 2 teams to develop basic and advanced service proficiency.

In our Jira Service Management use case, we adhere to the best practices employed by LinkedIn to ensure that engineering and support teams monitor KPIs and automate the ticket routing process through customizable dashboards (Annam, 2023). The importance of empathetic and responsive IT practices can be seen in the example of companies such as Chewy. Their support team does not stop at solving the issue. It continues to build trust through follow-ups and personal touches, which has been the inspiration behind our focus on customer satisfaction (Annam, 2023).

There is more to promote team performance. To achieve this, the goal will be to target a First Contact Resolution (FCR) rate of 80% or higher. To achieve this, it will be important to organize specific training. Tier 1 capabilities will also be boosted by shadowing Tier 2 technicians. Manual exercises of frequently performed troubleshooting operations, as outlined in scripted knowledge base entries, will decrease the time required to resolve issues and enhance service.

Respectfully,

Mohith Kumar Kilari

IT Support Supervisor

References

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