- Created my own basic sample data in Excel Sheet from the data provided in question.
- Open Power BI and Load data (from SQL server or Excel)
- Create Measures (KPIs)
    1. Total Cases = COUNT (Cases [CaseID])
    2. Active Cases = CALCULATE (COUNT (Cases [CaseID], Cases [Status] <> "Closed")
    3. SLA Breach % = DIVIDE (CALCULATE (COUNT (Cases [CaseID], Cases [SLA_Breached] = "Yes"), COUNT (Cases [CaseID])
    4. Avg Resolution Time = AVERAGE (Cases [ResolutionHours])

- Design Power BI Dashboard Using
    1. Slicers
    2. Table
    3. Line Chart
    4. Column Chart
    5. Donut Chart

- Now Save the Dashboard file for Submission.