



Taranto

Taranto25

YEARS OF INNOVATION

Client: Blackpool Council

Report Period: May 2025

Service Delivery Manager: John Lloyd

Generated: 07 July 2025

Executive Summary

We are pleased to present this comprehensive service analytics review covering Blackpool Council under John Lloyd's management for the period of May 2025. This report provides key insights into our service delivery performance and operational metrics.

Key Performance Highlights

Service Level Agreement (SLA) compliance achieved 100% - demonstrating exceptional performance standards

Operational Excellence

Managed a total of 7 service requests and incidents during this period

Our team continues to maintain high standards of service delivery while adapting to evolving business requirements. The metrics presented demonstrate

Currently maintaining 0 active tickets requiring attention

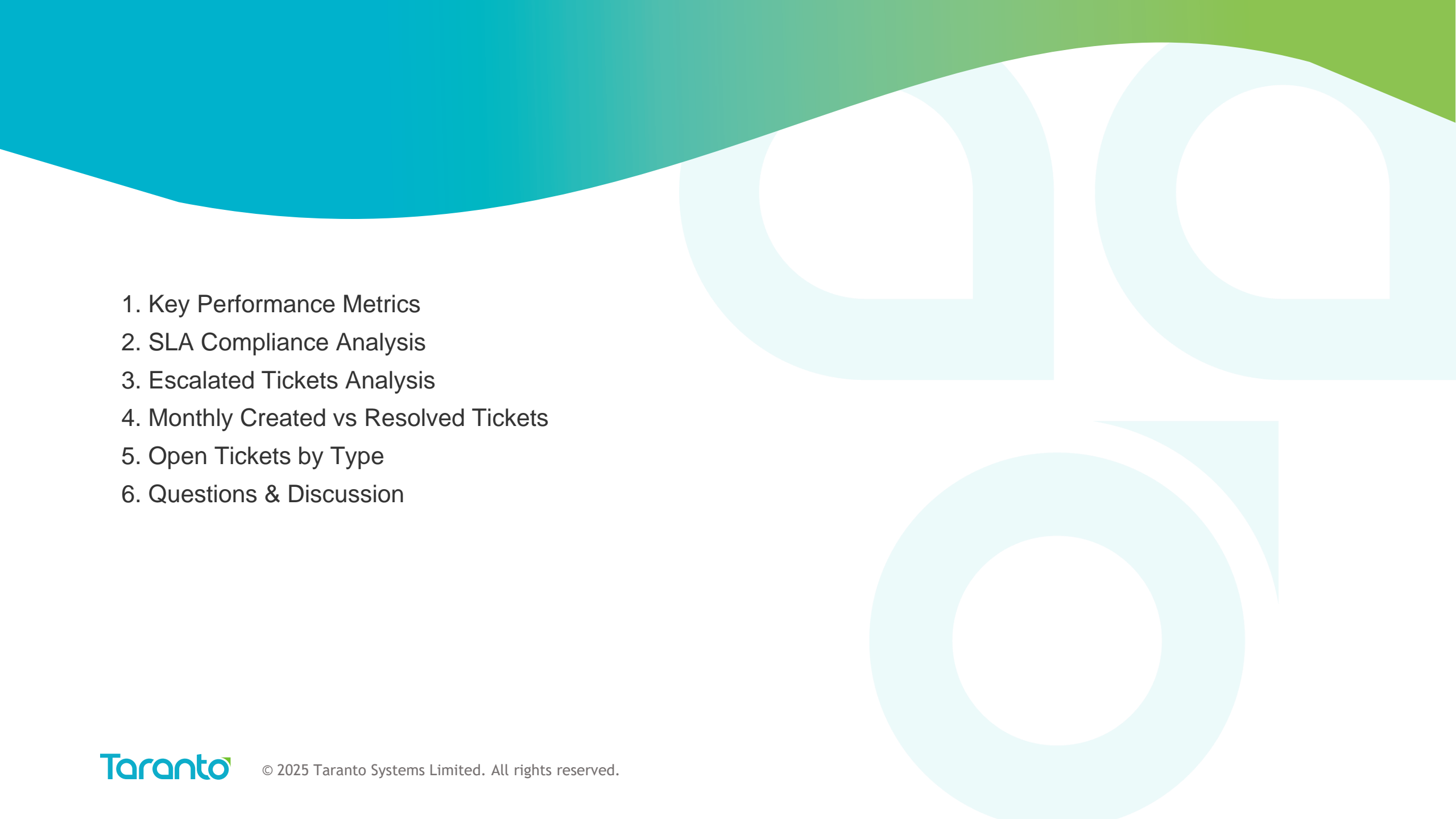
Focus Areas

We remain committed to enhancing our service delivery capabilities through strategic improvements in process optimization, resource allocation, and

Looking Forward

Average resolution time of 81 hours indicates needs improvement operational efficiency

We appreciate the opportunity to review these metrics with you and discuss how our services continue to support your business goals. We welcome

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1. Key Performance Metrics
 2. SLA Compliance Analysis
 3. Escalated Tickets Analysis
 4. Monthly Created vs Resolved Tickets
 5. Open Tickets by Type
 6. Questions & Discussion

Key Performance Metrics

Total Tickets: 7
Open Tickets: 0
SLA Compliance: 100%
Avg Resolution: 81h

Current Ticket Status

Closed: 7

Top Ticket Types

SLA Performance

Compliance Rate: 100%
Within SLA: 7
Breached: 0

Escalated Tickets

Total Escalations: 0
Escalation Rate: 0.0%

Performance Summary

Overall: Excellent
Resolution: Slow
Service Level: 100%

SLA Compliance Analysis

Total Tickets: 7

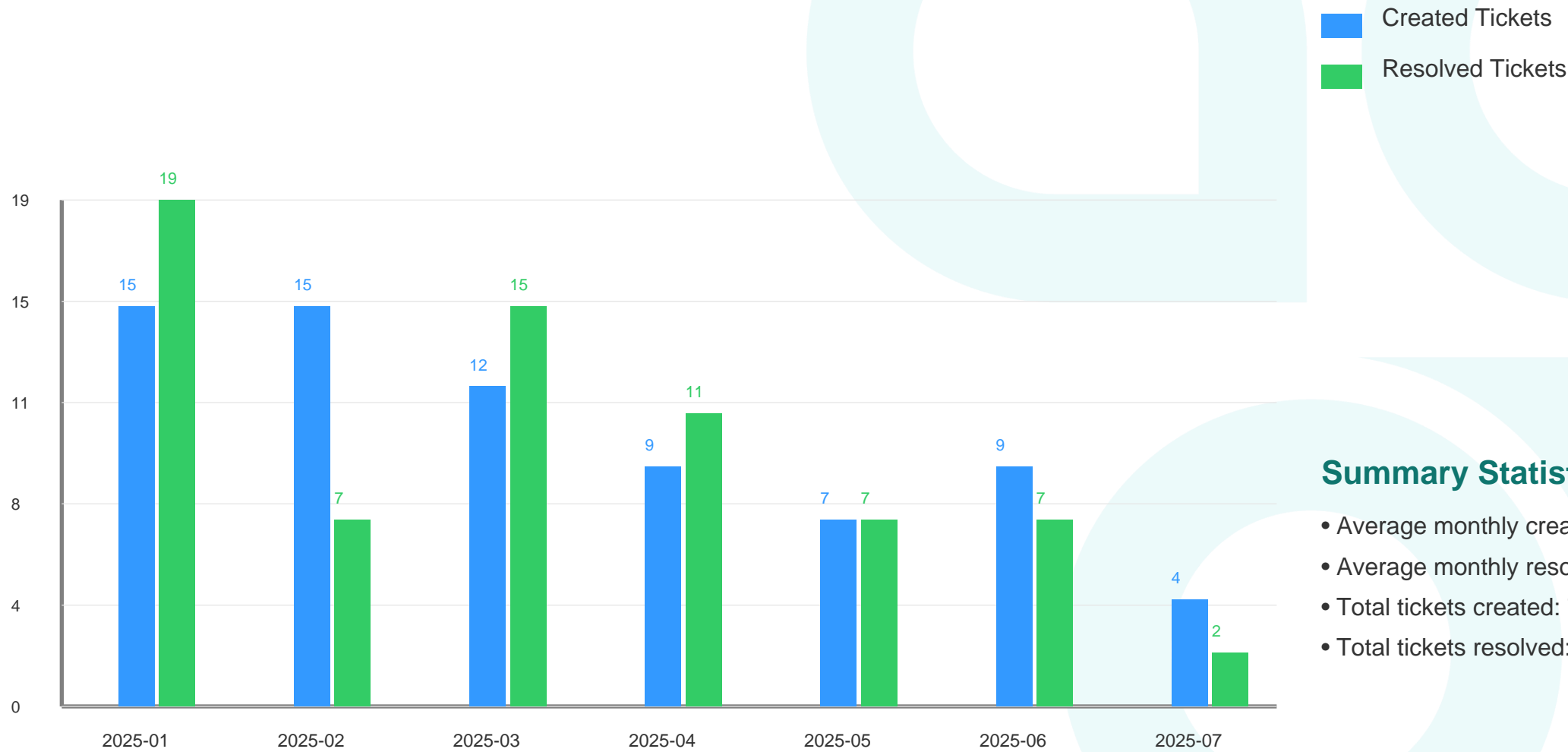
SLA Compliant: 7 (100%)

SLA Breached: 0

Ticket ID	Summary	Created	Due Date	Resolved	Status
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Monthly Created vs Resolved Tickets - Blackpool Council

Ticket Volume Trends Over Time



Summary Statistics:

- Average monthly created: 10 tickets
- Average monthly resolved: 10 tickets
- Total tickets created: 71
- Total tickets resolved: 68

Open Tickets by Type

Distribution of Open Ticket Categories

Legend:

Chart Summary:

- Total open tickets: 0
- Number of ticket types: 0
- Most common type: undefined (undefined tickets)

Questions?



