

Milestone 4 Report

Weeks 7 & 8: Dashboard Development & Documentation

Project: Optimizing IT Support Team Performance Using Analytics (Supportlytics)

Overview

Milestone 4 focused on integrating all analytical results into an interactive Power BI dashboard and preparing the final project documentation. The goal was to convert analysis into clear performance KPIs and provide actionable insights for improving IT support efficiency. This stage combined workload analysis, performance metrics, cluster insights, and regional comparisons into a single decision-support system.

Week 7: Interactive Dashboard Development

Objectives

- Consolidate all visualizations into a unified dashboard
- Present performance as clear operational KPIs
- Enable dynamic filtering and comparisons

Activities Performed

- Organized dashboard into sections:
 - Problem Overview
 - Performance Analysis
 - Cluster-Based Performance
 - Regional Performance
- Implemented key KPIs:
 - Average Resolution Time
 - Ticket Volume
 - Most Frequent Issue Categories
 - High-Priority Ticket Performance
 - Cluster Size vs Performance
 - Top Performing Regions
- Added interactive filters (priority, category, time period, region)
- Designed visuals with clear titles, labels, and legends

Key Insights

- High-priority tickets take longer to resolve than others
- Repetitive issue categories indicate potential automation opportunities
- Larger issue clusters impact resolution efficiency
- Certain regions consistently perform better than others

Week 8: Documentation & Presentation

Objectives

- Finalize project report and presentation
- Summarize insights and recommendations

Activities Performed

- Documented full workflow: preprocessing → analysis → clustering → performance → dashboard
- Prepared final report explaining KPIs and findings
- Created presentation slides demonstrating dashboard insights
- Proposed improvement strategies for workflow and resource allocation

Key Insights

- Centralized dashboards improve monitoring and decision-making
- SLA delays are mainly linked to complex issue categories
- Regional performance gaps suggest training and resource differences
- Data-driven monitoring enables proactive IT support management

Conclusion

Milestone 4 completed the project by transforming analytical findings into a practical dashboard and structured report. The interactive dashboard allows users to filter by priority, category, time, and region to instantly evaluate performance. The insights and recommendations support better resource allocation, faster ticket resolution, and improved service quality.