EXAM OPERATIONS SLA TRACKER

Project Summary
Centralized exam readiness checkpoints into SLA-focused tracking with at-risk flags to
support faster escalation before exam windows.

Work Context
At FUTA (Systems & Data Analyst / System Programmer, 2017-2023), this SLA model coordinated
operational readiness across devices, staffing, venue preparation, and setup verification.

Current Implementation
I continue the same threshold logic through reusable reporting scripts and sample task
queues for readiness testing.

Results and Impact
- SLA adherence: 95%
- Devices tracked per cycle: 120+
- Readiness checkpoints tracked daily: 6

Deliverables
- Reporting scripts:
  https://github.com/toughdave/scripting/tree/main/scripts/python/reporting
- At-risk report script: 'scripts/python/reporting/sla_at_risk_report.py'
- Task queue sample: 'data/sample/exam_tasks.csv'

Technical Notes
- Threshold bands separate normal, warning, and at-risk checkpoints.
- Daily snapshots support escalation routing and closure tracking.