SLA Compliance Report

Project: Help Desk Ticketing System – Peppermint
Prepared by: Zahurul Huq
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Executive Summary

This report provides an overview of SLA (Service Level Agreement) compliance for the Help Desk Ticketing System project. Over the course of the simulation, a total of 10 support tickets were logged, covering various categories including Incident, Access, Service, Maintenance, Feature, Feedback, and Bug fixes. All tickets were resolved within their defined SLA windows, resulting in 100% SLA compliance.

SLA Definitions

- **Critical Priority** – 2-hour resolution time
- **High Priority** – 4-hour resolution time
- **Medium Priority** – 1 business day (8 hours) resolution time

SLA Performance Overview

Ticket ID	Issue	Priority	SLA Target	Actual Resolution Time	SLA Met?
1	Password Reset – Outlook login	High (4 hrs)	4 hrs	45 mins	Yes
2	Phishing Email Report	Critical (2 hrs)	2 hrs	1 hr 30 mins	Yes
3	Printer Offline – HR	Medium (1 day)	8 hrs	3 hrs	Yes
4	VPN Connection Failure	Critical (2 hrs)	2 hrs	1 hr	Yes
5	QuickBooks Update	Medium (1 day)	8 hrs	5 hrs	Yes
6	CEO Account Lockout	Critical (2 hrs)	2 hrs	40 mins	Yes
7	Slow Internet – Engineering	High (4 hrs)	4 hrs	3 hrs 20 mins	Yes
8	New User Onboarding	Medium (1 day)	8 hrs	Same Day	Yes
9	Laptop Battery Issue	Medium (1 day)	8 hrs	6 hrs (temp fix)	Yes
10	Malware Incident	Critical (2 hrs)	2 hrs	1 hr 45 mins	Yes

SLA Compliance Summary

- **Total Tickets:** 10
- **SLA Met:** 10
- **SLA Breaches:** 0
- **Compliance Rate: 100%**

Observations & Strengths

- Critical incidents (phishing, malware, VPN issues, and CEO lockout) were resolved quickly, showcasing strong incident response.
  Preventive steps (phishing awareness, MFA enforcement, asset updates) enhanced long-term resilience.
- Effective documentation supported transparency and audit readiness.

Recommendations

- Continue enforcing proactive security training for users to reduce phishing attempts.

- Implement automated monitoring for VPN, account lockouts, and malware to reduce resolution times further.

- Standardize knowledge base articles for recurring issues (password resets, printer troubleshooting, onboarding).