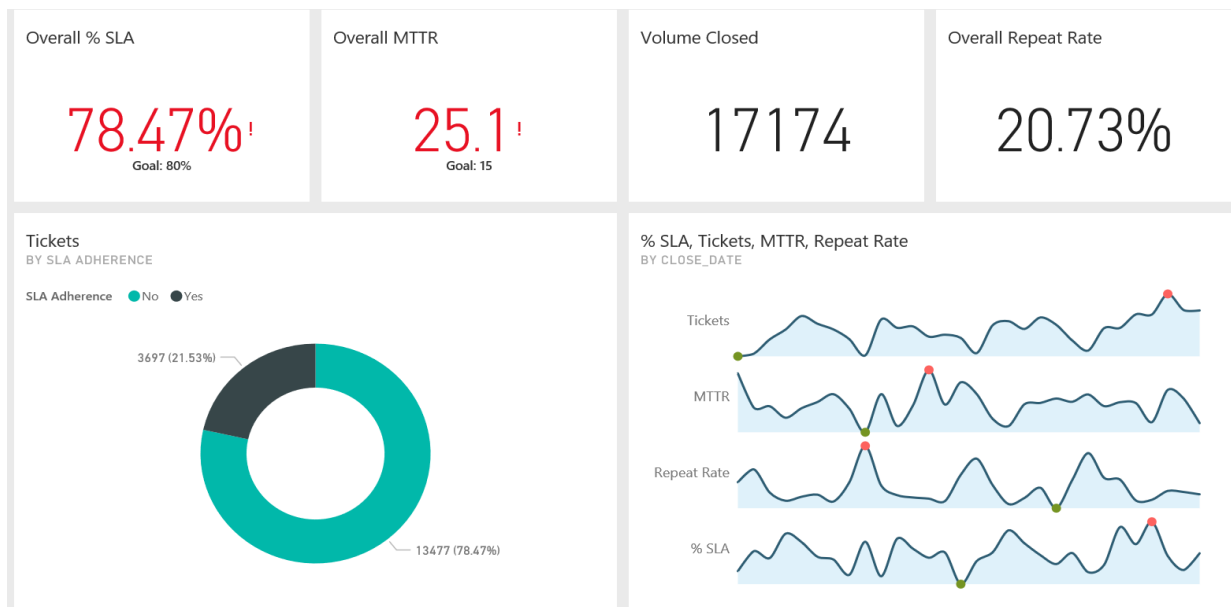# IT Operations
PowerBI Dashboard

iLink has created a standard IT Operations Dashboard that helps track Operational SLA compliance. The Dashboard tracks metrics such as SLA compliance %, Mean Time Taken for Resolution (MTTR), Volume of incidences closed, % of repeat incidences and presents these in various visuals. The Dashboard offers drill downs of Incidences based on Geography, Category etc.

Overall % SLA	Overall MTTR	Volume Closed	Overall Repeat Rate
78.47% Goal: 80%	**25.1** Goal: 15	**17174**	**20.73%**

Tickets
BY SLA ADHERENCE

SLA Adherence ● No ● Yes

3697 (21.53%)

13477 (78.47%)

% SLA, Tickets, MTTR, Repeat Rate
BY CLOSE_DATE

Tickets
MTTR
Repeat Rate
% SLA

Individual reports detail on the following:

1. SLA Compliance
2. Mean Time Taken for Resolution (MTTR)
3. Repeat Incidences
4. Time Series view of incidences

This IT Operations dashboard can be implemented across different domains and can consume data from various applications / databases / file formats.

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