

August GFS IT Reporting & KPI's

KPI's Weekly/Monthly	Target	Current
System Performance		
Network Uptime %	>=99%	99%
Days Since Last Downtime	>=30 Days	>90 Days
Avg Time to Restore	<=2 Hours	NA
Monthly Downtime Events	<=2	0
Help Desk (Non-ERP)		
# of Users	Count	59
Ticket Volume - Current	Count	4
Ticket Volume - Trends	Count Trend - 12 Months	711 YTD
Backlog Volume - Current	Count	N/A
Backlog Volume - Trend	Count Trend - 12 Months	N/A
Ticket Categories	Pie Chart	Ref. Statistics Tab
Time for First Contact	<=1 Hour	~25 Min
First Contact Resolution Rate	>=80%	N/A
User Satisfaction Scores	Valuable or not?	N/A
List of Incidents - Reports & Resolutions		Ref. Statistics Tab
Security & Risk Management		
# of Security Incidents	Count	0
# of Security Incidents - Trends	Count Trend - 12 Months	NA
Security Incidents by Type	Pie Chart	Ref. Statistics Tab
Incident Response Time	<=1 Hour	NA
Avg Time to Restore	<=2 Hours	<30 mins
Patch Compliance Rate	>=98%	>90%
2025 Helpdesk Network Tickets	0	10
Avg Time to Resolve	<=2 Hours	<2 hrs
Employee Security Awareness Rate	100%	100%
Vulnerability Audits	Performance & Timing	27.5/100 overall risk (Very low)
ERP Department		
Operations		
D365 F&O Uptime %	>=99%	99%
Power BI Uptime %	>=99%	99%
Days Since Last Downtime	>=30 Days	>90 Days
Avg Time to Restore	<=2 Hours	24 hrs
Monthly Downtime Events	<=2	0
ERP Help Tickets Volume	Count	2
ERP Help Tickets Volume - Trends	Count - 12 Months	101
Continuous Improvement List		Azure environment performance
Executive Reporting Quarterly		
Major Initiatives & Outcomes		Kore.AI, Bartender, SANA
Continuous Improvement	2 per Quarter	Ref. Projects Tab
Financial Review	ERP License Summary & Costs	TBD
	Microsoft License Summary & Costs	6,564/month
	Microsoft License Cost Savings	12,000/year
Other		
Incident Response Plan	Confirm?	Yes
	Regularly Tested?	Last review date 8/12/2025