

**Subject:** Monthly KPI & Budget Summary – July 2025  
**From:** [Your Name], IT Supervisor  
**To:** IT Director

Dear [Director's Name],

I am pleased to report on the team's performance and budget usage for this period. Our KPIs show encouraging trends: average ticket resolution times decreased from 4.5 to 3.2 hours, reflecting increased efficiency as we approach our goal of under 3.5 hours. Customer satisfaction rose steadily from 82% to meet our target at 90%, thanks to improved response quality and communication. Our first contact resolution rate grew from 68% to 78%, closing in on the 80% goal — a testament to our team's commitment to resolving issues promptly.

Regarding our budget, we allocated resources strategically. The Zoom Pro license and new headsets enhanced virtual support quality, while the Udemy course provided essential skills for tackling complex tickets. These investments directly contributed to improved KPI performance and employee engagement.

Looking ahead, our main focus will be pushing first contact resolution above 80% through targeted training and refined support protocols. Additionally, we aim to maintain customer satisfaction scores above 90% consistently.

Thank you for your support as we continue to improve our team's performance and service delivery.

Sincerely,  
[Your Name]  
IT Supervisor