

IT Department Performance Metrics Review

To: [Recipient Name]

From: [Your Name]

Date: [Insert Date]

Subject: IT Performance Metrics Review - [Time Period]

Dear [Recipient Name],

I hope this message finds you well. As part of our ongoing assessment of the IT department's performance, I have compiled the performance metrics for the period of [Start Date] to [End Date]. Below is a summary of our key findings:

- **System Uptime:** [Percentage]
- **Incident Response Time:** [Average Time]
- **User Satisfaction Rate:** [Percentage]
- **Number of Support Tickets Closed:** [Number]
- **Project Completion Rate:** [Percentage]

In addition to these metrics, we have identified areas for improvement, including:

- [Area for Improvement 1]
- [Area for Improvement 2]
- [Area for Improvement 3]

We appreciate your insights and feedback regarding these metrics. Please let us know a convenient time for you to discuss this further.

Thank you for your attention.

Sincerely,

[Your Name]

[Your Job Title]

[Your Contact Information]