OPERATIONS STATUS REPORT

Acme Corporation · Operations Division · Q3 2025

OPERATIONAL HIGHLIGHTS

Q3 2025 operational performance was strong across all key service metrics. System uptime remained above SLA targets, support ticket resolution time improved by 18%, and three major infrastructure upgrades were delivered on schedule.

SYSTEM UPTIME	SUPPORT TICKETS	INCIDENTS (P1)	PROJECTS DELIVERED
99.96%	**1,842**	**2**	**7 / 8**
SLA target: 99.9%	Avg. resolve: 4.2 hrs	Both resolved <2 hrs	1 delayed to Q4

SERVICE PERFORMANCE BY REGION

REGION	UPTIME	TICKETS OPENED	AVG. RESOLVE	P1 INCIDENTS	STATUS
North America	99.98%	712	3.8 hrs	0	**Excellent**
EMEA	99.94%	684	4.1 hrs	1	**Good**
APAC	99.91%	446	5.2 hrs	1	**Review**

INFRASTRUCTURE PROJECTS

PROJECT	OWNER	TARGET DATE	ACTUAL DATE	BUDGET	STATUS
Data Centre Network Upgrade	IT Ops	2025-07-31	2025-07-28	$280K	**Complete**
DR Site Failover Testing	IT Ops	2025-08-15	2025-08-15	$45K	**Complete**
SIEM Platform Migration	Security	2025-09-01	2025-09-18	$190K	**Delayed**
Cloud Cost Optimisation	FinOps	2025-09-30	2025-09-30	$30K	**Complete**