Harbor Support Pilot Extension Decision

Decision requested

Approve or decline the proposal to extend Harbor’s support pilot for six weeks under the Operations Director, with an AED 18,000 budget ceiling. The request is limited to this extension and is not a proposal for a wider rollout. The decision is whether to approve the extension proposal, not to confirm long-term operating impact.

Observed results

Harbor’s six-week support pilot involved 12 agents and 480 tickets. Median response time changed from 11 hours to 7 hours, and satisfaction changed from 78% to 84%. The pilot cost was AED 18,000, and overtime was unchanged during the pilot period. These results apply to the pilot period only.

Limitations

Resolution time was not measured, so the pilot does not provide a complete service-performance picture. The sample was small, and the ticket mix differed from the earlier period, which limits comparability. The available facts do not support conclusions about causality, staffing capacity, workload, total cost, or ROI, and unchanged overtime should not be read as evidence about other spending or resource effects.

Proposed next step

If approved, run a six-week extension under the Operations Director with an AED 18,000 budget ceiling. This is a proposed next step, not an agreed commitment. The extension should keep the pilot scope focused on support operations and measure whatever service metrics are selected for that period. No additional acceptance criteria were provided in the source.