

Instructions

The purpose of this document is to ensure that any reader or user of this template will have clarity in how to populate it, and with what details. The following pages provide the recommended body of the template.

This standard template has been developed by members of the SLM SIG Working Party and includes significant input from itSMF members, contributing at various SLM SIG events. The contributing members span a wide range of industries, both public and private sector, and include users, vendors, consultants and managed service providers.

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10. Update Table of Contents.
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Service Reporting

Insert Logo

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Project or Service Name

Service Report Template

Document Reference:

dd/mm/yyyy

Version n.n

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1 Introduction

The Service Report summarises and analyses the Service Provider's service performance for the month.

The report highlights the availability and performance of the service during the reporting period, provides explanations of service failures, summarises service changes and planned maintenance and includes details of trends highlighted during the month under review. This includes performance against contracted service levels and calculation of any service points for the month (if applicable).

Consider the use of Graphs which are particularly useful for showing trending information.

(Note) Specific service levels will change according to contractual changes.

2 Report Acceptance

Date Report Accepted	Name	Signature
 Accepted on behalf of the business	
 Accepted on behalf of the Service Provider	

3 Executive Management Summary

3.1 Management Summary

- Key messages

Changes to the Service Catalogue:

Services that went live in this period			
Service Name	Business Unit	Go Live Date	Location

3.2 SLA Summary

The following table highlights the SLAs for the reporting period, and is intended to provide a high-level management summary of average performance in key areas. Further detailed information of each SLA is provided later in this report.

Availability

Service Name	Service Level Target	Previous month	Current month

Incident Resolution Times

Severity Level	Service Level Target	Previous month		Current month	
		Vol	%	Vol	%
Severity Level 1		-	-	-	-
Severity Level 2		-	-	-	-
Severity Level 3		-	-	-	-
Severity Level 4		-	-	-	-
Severity Level 5		-	-	-	-

Transaction Response Times

Service Name	Service Level Target		Previous month	Current month

Message Accuracy

Service Name	Service Level Target	Previous month	Current month
Message Accuracy			

Call Answer Times

Service Name	Service Level Target	Previous month	Current month
Helpdesk Call Answer Times			

3.3 Added Value3.4 Customer Satisfaction3.5 Financial Summary3.6 Continual Service Improvement**4 Service Availability**

Service Name	%	%	%	mm	mm-1	mm-2	mm-3	mm-4	mm-5

4.1 Unplanned Service Downtime & Service Failures

Duration of unplanned Service downtime is typically based on percentage of end-users impacted and percentage of system functionality impacted.

Date	Time	Sev.	ID	Incident Details	Service	Duration	Location	% impact

4.2 Planned Service Downtime – Live Service

Planned maintenance windows for the defined reporting period.

5 Transaction Response Times

5.1 Transaction Response Time Summary

Service Name

Transaction Type	SLA	mm	mm-1	mm-2	mm-3	mm-4	mm-5
Transaction Type 1							
Transaction Type 2							
Transaction Type 3							

6 Message Accuracy

6.1 Message Accuracy Summary

7 Service Desk

7.1 Call Statistics

7.2 Calls Answered

	mm	mm-1	mm-2	mm-3	mm-4	mm-5
Number of Calls						
Calls Answered Within nn Seconds						

7.3 Calls Abandoned

	July					
	mm	mm-1	mm-2	mm-3	mm-4	mm-5
Calls Abandoned						
Calls Abandoned before 10 Seconds						

8 Incident Management

8.1 High Severity Incident Summary

Incident:

Service:

Date:

Severity:

Summary of Impact:

Resolving actions:

8.2 High Severity Incidents Outstanding

8.3 Incident Resolution Time Analysis

Sev Level	SLA				Number of Service Failures				Ave. Fix Time
Sev 1									
Sev 2									
Sev 3									
Sev 4									
Sev 5									

Note: (-) means that no Incidents of the priority described were raised.

8.4 Repeat Incidents

9 Production Windows

Window Name	Frequency	Start Time	End Time	Location	Comments

10 Service Point Calculations

10.1 Points breakdown per Service

Service	Points
Total =	

Appendix A – Additional information