

SAMPLE RESOURCE / SERVICE REVIEW

Make the service review actionable.

Use this blank structure to connect service activity, exceptions and improvement priorities. Adapt it to the contracted scope.

Customer / service reference

Reporting period

Review owner

1. Service context

Covered users / locations

Systems in scope

Changes to scope or important dependencies

2. Activity and exceptions

Area	Evidence / work completed	Exception / owner
Service desk		
Maintenance / patching		
Backup / restore checks		
Changes / vendor cases		

3. Measures to agree before reporting

- ☐ Record the source, definition and reporting cutoff for each measure.
- ☐ Separate response, resolution, backlog ageing and customer dependencies.
- ☐ Explain missing evidence and unresolved exceptions.

Example wording: "A backup exception requires investigation; recovery impact remains unconfirmed pending validation."
This is sample wording, not an actual incident.

ILLUSTRATIVE TEMPLATE - NO CLIENT DATA

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Turn the discussion into owned actions.

Carry unresolved items forward until their evidence and acceptance criteria support closure.

4. Improvement action register

Action / reference	Owner	Target	Status / evidence

Suggested status values: Open / In progress / Waiting / Ready for review / Closed. Define who can accept risk or approve closure.

5. Decisions for the next period

- ☐ Confirm planned maintenance windows and business dependencies.
- ☐ Review recurring issues and agree an improvement priority.
- ☐ Escalate material gaps that require a customer or vendor decision.

Decisions, approved changes and remaining dependencies

Next review date	Customer reviewer	Service owner

A review is not proof that an item is resolved. Link each completion claim to a ticket, change record, test or other agreed evidence.

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