



Template: Basic Service Report

Version 1.0

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# Context

This template provides a generic structure to be applied for defining and documenting a basic service report (on compliance with an SLA) or a basic operational report (on compliance with an OLA or UA) to support effective decision-making, ensure clients and customers are informed on performance against targets.

For this template and its contents, the terminology (terms and definitions) according to FitSM-0 applies.

Applying this guide may support compliance against the requirements listed in FitSM-1. More specifically, this guide refers to the following general requirements in PR3: Service Reporting.

*PR3.3 Service reports shall be produced. Service reporting shall include performance against agreed targets, information about significant events and detected nonconformities.*

[Report title]

|  |  |
| --- | --- |
| **Report title** | *Brief title of the report indicating general identity* |
| **Service Provider** | *Which service provider*  |
| **Service** | *Which service does the report relate to, named as in provider service catalogue* |
| **Audience** | *Who is the report for, customer and role* |
| **Delivery** | *How is the report delivered, to what email or physical address etc.* |
| **Purpose** | *What is this report supposed to do? What decisions should it support?* |
| **Period** | *What period does the report cover, what frequency with which is it released* |
| **Date of Report** | *When the report is issued* |
| **Date of next report** | *When the next report will be issued* |
| **Related Agreements** | *Relate to the identifier of the SLA, OLA or UA (or other well defined agreement) does the report relate to.*  |

# General overview of performance in the period

*Short prose overview of what happened in the period. Things went well? There were problems but they were addressed? There were significant problems that persist and must be dealt with?*

# Performance against service/operational targets

*Show performance against targets specified in SLAs/OLAs/UAs at specified interval, and for any sub periods within it. For example, for an annual report but with targets that are calculated monthly, for each target twelve figures showing each monthly performance plus the overall average.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Component | Service Parameter | Target figure | Average - sub period 1 | Average - sub period 1 | Overall average for the period |
| *e.g. network* | *e.g. availability* | *e.g. 90%* | *e.g. 85%* | *e.g. 95%* | *e.g. 90%* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

#  Issues and events arising in the period

*Explain issues, such as SLA/OLA/UA violations or other problems in performance. Also consider other events that may not lead to violations, such as planned downtime, or problems in services there is a dependency on.*

#  Measures planned

*Explain measures planned to mitigate issues in this period mention in 2.3 above.*

# Foreseen events or changes

*Note upcoming events or changes impacting the service and SLAs/OLAs/UAs that are the subject of this report. For instance planned ending or renegotiation of the agreements, planned major upgrades to the service or infrastructure behind it.*

# Document control

|  |  |
| --- | --- |
| Document ID | [Unique document identifier] |
| Document title | [Service Report]: [[INSTANCE TITLE PLACEHOLDER]] |
| Definitive storage location | [Storage location, e.g. URL of the file on a server or document management system] |
| Document owner | [Name of the person primarily responsible for maintaining and reviewing this document] |
| Version | [Version] |
| Last date of change | [Date] |
| Next review due date | [Date] |
| Version & change tracking | [Version history & simple change log] |