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# Service Delivery Status Report

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Customer name: | <Name of the customer> | | Location: | <Location of the customer> |
| Project Name: | <Name of the project> | | | |
| Project Type: | <Type of the project> Application support, Infrastructure support, etc. | | | |
| Service Delivery Manager: |  | | | Project Code: |
| Operations Manager: |  | | |
| Project period: | <Number of months or years?> | Staring date: | | End date: |
| Project description: |  | | | |

|  |
| --- |
| Key achievements in last week |
| 1. <It should mention any customer appreciations, feedback, etc.> 2. <It should mention any major improvements made in the project> |

|  |
| --- |
| Actions planned for next week |
| 1. <It should mention the next action items that has to be implemented in the project> |
| 1. <It should mention the next action items that has to be implemented in the project> |
| 1. <It should mention the next action items that has to be implemented in the project> |

|  |  |  |  |
| --- | --- | --- | --- |
| Key risks and issues | | | |
| Risk description1: | <Risk name and type> | Mitigation plan: | <Description of the mitigation plan> |
| Risk description2: | <Risk name and type> | Mitigation plan: | <Description of the mitigation plan> |
| Risk description3: | <Risk name and type> | Mitigation plan: | <Description of the mitigation plan> |
| Risk description4: | <Risk name and type> | Mitigation plan: | <Description of the mitigation plan> |

|  |
| --- |
| Stakeholder issues |
|  |

|  |
| --- |
| Issues for immediate attention |
| 1. Customer support needed in purchasing any hardware/ software 2. Customer support needed in providing access |

|  |  |
| --- | --- |
| Summary from Incident management | |
| Total number of incidents | <> |
| Total number of major incidents | <> |
| Total number of incidents that breached SLA | <> |
| Total number of incidents that breached SLA’s due to 3rd party companies | <> |
| Total number of incidents that caused due to lack of availability | <> |
| Total number of incidents that caused due to inappropriate capacity | <> |
| Total number of incidents caused due to security | <> |
| Number of incidents for exculpation: | <> |
| Penalization value: | <> |

|  |  |  |
| --- | --- | --- |
| Summary from Problem management | | |
| Total number of problems | <> |
| Total number of major problems | <> |
| Total number of problems that breached SLA | <> |
| Total number of problems that breached SLA’s due to 3rd party companies | <> |
| Number of problems for exculpation | <> |
| Penalization value | <> |

|  |  |
| --- | --- |
| Summary on Change management | |
| Total number of changes | <> |
| Total number of emergency changes | <> |
| Total number of changes that breached SLA | <> |
| Total number of changes that breached SLA’s due to 3rd party companies | <> |
| Number of incidents that were created by changes | <> |
| Number of changes for exculpation | <> |
| Penalization value | <> |

|  |  |  |
| --- | --- | --- |
| Summary from Service Asset and Configuration Management | | |
| Total number of CI’s | <> |
| Total number of new CI’s added | <> |
| Total number of CI’s modified | <> |
| Total number of CI’s retired | <> |
| Number of audits performed | <> |
| Audit performed by | <> |
| Time required to perform an audit | <> |

# Document Control

**Document Version History**

This table shows a record of significant changes to the document.

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Change** |
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**Approvals**

This table shows the approvals on this document for circulation, use and withdrawal

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| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Approver** | **Title/Authority** | **Approval Remarks** |
| 1.0 |  |  |  |  |
| 1.1 |  |  |  |  |

# Introduction

Service delivery status report is a top level management report which highlights all the achievements, progress and issues happening in ITSM projects.

This report has to be sent to the customer management team regularly based on the agreed requirements like weekly/ monthly/ quarterly. This report has to be prepared by the IT service provider’s team ensuring all the data is accurate and signed by all the IT service provider’s top-level management.

**Why do we need service delivery status report?**

Below are some more detailed points elaborating the importance of service delivery status report:

* To communicate regularly with the customer team
* To provide accurate, useful information on the ITSM projects to the customer team.
* To provide consolidated summary on IT service management projects.
* Help the customer management to make quick and wise decisions with the reports provided.