**<Report Title>**

# Scope of Services

<Scope of the reporting; what is covered and what is excluded >

<Brief description of the services covered>

<brief description of the report>

<Parties to the agreement and signatories>

|  |  |
| --- | --- |
| **Service Report No. -** | **Date:** |
| **Prepared By: <Service Level Manager Name>** | |
| **Customer Name:** | |
| **List of services provided:**  **Service A**  **Service B**  **Service C** | |

|  |  |  |  |
| --- | --- | --- | --- |
| <Service A> Performance Review | | | |
| SLA Adherence: | | | |
| CSat % | | | |
| Previous Review Date |  | Current Date: |  |
| Business Group |  | Next Review due on: |  |
| Summary of services: | | | |
| Previous Review Outstanding Details: | | | |
| Success Factors: | | | |
| Areas of Improvement: | | | |
| Additional Requirements if any: | | | |
| Review of Current Issues: | | | |
| Lessons learnt: | | | |
| Any Additional Requests from Business: | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| <Service B> Performance Review | | | |
| SLA Adherence: | | | |
| CSat % | | | |
| Previous Review Date |  | Current Date: |  |
| Business Group |  | Next Review due on: |  |
| Summary of services: | | | |
| Previous Review Outstanding Details: | | | |
| Success Factors: | | | |
| Areas of Improvement: | | | |
| Additional Requirements if any: | | | |
| Review of Current Issues: | | | |
| Lessons learnt: | | | |
| Any Additional Requests from Business: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | | |
| **Action plan** | | | | |
| No. | Actions to be done | Responsibility | Targeted Date | Remarks |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| Minuted by: | |  | | |
|  | | |

# APPENDIX

[Insert the operational report and tactical reports to support the document.]

# Introduction to Service Reporting

Service reporting is a standard process for creating, maintaining, and managing the reports on IT service management. Service reporting brings awareness and notifies the vital information to stakeholders about the service provider’s operations through accomplishments, issues, breaches etc. These reports are created to capture key information about IT operations, enabling the stakeholders to make important decisions.

Service reporting produces different types of reports for different levels of management.

1. Reports for Operational Management should be very detailed and contain complete details of every transaction associated with IT services. These reports will generally contain bulky volumes of data, and these reports are normally produced daily.
2. Reports for Tactical Management should have very important details of IT services, operations, and processes; these reports are produced weekly or monthly.
3. Reports for High Level Management should present vital information which should be easily understandable, accessible, and should give a snapshot of the IT operations and processes.

Service reporting will produce a variety of reports like Informational Reports, Analytical Reports, Compliance Reports, Persuasive Reports, Trend analysis reports, and standard reports (which are ad-hoc, daily, monthly, quarterly and annual).

Important tasks in service reporting are:

1. Data collection
2. Data processing, based on the audience
3. Review
4. Approval
5. Data Publishing and distribution