**Service Improvement Plan Template**

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**Service Improvement Plan**

**<Project Name>**

**Company Name**

**Street Address**

**City, State Zip Code**

**Date**

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# Introduction

This document comes as a result of a Service Improvement Initiative you have undertaken as part of the overall Continual Service Improvement in the organization. The Initiative should go through the following steps of the improvement cycle:

1. What is the vision?
2. Where are we now?
3. Where do we want to be?
4. How do we get there?
5. Did we get there?
6. How do we keep the momentum going?

This document should summarize the main findings and is usually written down in the fourth step: “How do we get there?”

## Purpose

Provide a brief description of the purpose of this document.

The purpose of this document is to write down a formal plan to implement improvements to our line of IT Service Support. Those improvements have been selected as a result of the latest Service Improvement Initiative Assessment, which instead is part of our continuous efforts for the Continual Service Improvement in the organization.

## Overview

Provide a background to the plan, approach used, external references, considerations, etc.

Beginning 20xx, the organization started a program to align its services and processes with the recommendations of the Information Technology Infrastructure Library. Since 20xx, a Continual Service Improvement program is in place. The last round in the program started in December 20xx with an Assessment, whose findings are shown in the external document *“The Service Provider. Continual Service Improvement Initiative. Assessment. December 20xx.”* The recommendations arising from this Assessment are the basis for the present Service Improvement Plan.

## Scope

Describe on which parts/areas/locations in the organization this plan will be applied.

This document applies to our line of IT Service Support that is currently provided to several major clients. This plan will be effective from January 1, 2012 to June 30, 2012.

## Vision

Vision: A description of what the organization intends to become in the future. A vision is created by senior management and is used to help influence culture and strategic planning. The vision should align the business and IT strategies. Setting the vision must be the starting point. Establish a vision aligned with the business vision and objectives. Express what is intended to be in terms of growth, values, employees, contributions to society, etc.

Our vision is to be the undisputed provider of IT services for our clients, excelling in quality of service, agility and responsiveness to the changing demands of the business.

## Mission

Mission: A short but complete description of the overall purpose and intentions of an organization. It states what is to be achieved, but not how this should be done. It answers three questions: what do we do, how do we do and for whom do we do. Put together, the vision and the mission give directions for the improvement process.

Our mission is to satisfy the needs that small and medium business in the area have for quality Information Technology (IT) services, in a way that is consistent with our values of excellence, efficiency, effectiveness and attention to details.

## Objectives

List here the objectives for this plan. The list of objectives comes as a result of the improvement assessment.

As a result of the Service Improvement Initiative Assessment, the following objectives have been identified for the Service Improvement Plan:

1. Increase service availability by means of web access.
2. Decrease time to solve incidents.
3. Improve customer satisfaction with Help Desk.
4. Increase accuracy of service provided.

## Responsibilities

Identify those with the overall responsibility for the whole initiative.

The ownership of the overall Service Improvement Initiative belongs to the Service Owner.

The Service Level Manager is accountable for the successful execution of the overall Service Improvement Initiative.

Responsibilities for each one of the actions to be implemented as part of the present plan is listed in the section *2 Service Improvement Plan Actions* below.

# Service Improvement Plan Actions

List here the actions that shall be made to fulfill the goals of the Service Improvement Plan. It is up to you how it is best to organize the plan: by objective, by service area, by priority (I, II, III…), by timeframe (short term, long term…) or any other criteria.

The *Table 1 Service Improvement Plan Actions* shows the actions scheduled to fulfill each of the objectives.

|  |  |  |  |
| --- | --- | --- | --- |
| **Document:**  | **Service Improvement Plan** | **From:**  | **1-Jan-xx** |
| **Organization:**  | **The Service Provider**  | **To:**  | **1-Jun-xx** |
| **Responsible:**  | **Service Level Manager** |  |  |
|   |
| Objective I: Increase Service Availability by Means of Web Access  |
| **#** | **Action** | **Responsible** | **Start** | **End** |
| I.a | Acquire Web licenses of the Service Desk system | Supply Manager | 15-Jan-xx | 30-Jan-xx |
| I.b | Configure Web access for customers | Application Manager | 1-Feb-xx | 1-Mar-xx |
| I.c | Train users and Help Desk personnel | Knowledge Manager | 1-Feb-xx | 28-Feb-xx |
| 1.d | Monitor availability | Availability Manager | 1-Jan-xx | 30-Jun-xx |
| ***Result: Service availability increased through web access*** |
| ***Measurement: Availability %*** |
|  |
| Objective II: Decrease Time to Solve Incidents  |
|  | **Action** | **Responsible** | **Start** | **End** |
| II.a | Define and implement auto-responses | Event Manager | 10-Jan-xx | 9-Mar-xx |
| II.b | Resolve defined recurrent incidents | Problem Manager | 10-Jan-xx | 9-Mar-xx |
| II.c | Monitor incidents | Incident Manager | 1-Jan-xx | 30-Jun-xx |
| ***Result: Less time to solve incidents*** |
| ***Measurement: Percent of incidents solved within the agreed times*** |
|  |
| Objective III: Improve Customer Satisfaction with Help Desk |
|  | **Action** | **Responsible** | **Start** | **End** |
| III.a | Increase follow-up tasks for the Help Desk | CSI Manager | 1-Feb-xx | 7-Mar-xx |
| III.b | Redesign surveys and how to apply them | Customer Satisfaction Manager | 1-Jan-xx | 15-Jan-xx |
| III.c | Monitor customer satisfaction | Customer Satisfaction Manager | 1-Jan-xx | 30-Jun-xx |
| **Result: Customer satisfaction increased** |
| **Measurement: Customer satisfaction survey** |
|  |
| Objective IV: Increase Accuracy of Service Provided |
|  | **Action** | **Responsible** | **Start** | **End** |
| IV.a | Acquire training for all the technical support personnel | Knowledge Manager | 17-Jan-xx | 30-May-xx |
| IV.b | Monitor customer satisfaction | Customer Satisfaction Manager | 1-Jan-xx | 30-Jun-xx |
| **Result: Customer receiving better service** |
| **Measurement: Customer satisfaction survey** |

Table 1 Service Improvement Plan Actions

# Monitoring and Reporting

An important part of ensuring the success of the Plan is to define how each objective of the Improvement Initiative shall be measured and reported. The selection of the proper Key Performance Indicators (KPI), metrics and measurements is done as part of the Initiative Assessment. Put here those selected along with the schedule to be applied.

## Availability

The *Table 2 Availability Measuring and Reporting* shows how availability shall be measured and reported to check Objective I.

|  |  |
| --- | --- |
| Objective | Increase service availability by means of web access  |
| Critical Success Factor (CSF) | Increase service availability |
| Key Performance Indicator (KPI) | Increase 10% in service availability implementing service web access |
| Metrics | Availability in the first month (before improvement implementation) |
| Availability in the last months (after improvement implementation) |
| Measurements | Availability % = (AgreedServiceTime - Downtime) / AgreedServiceTime x 100 |
| Frequency: Weekly |
| Reports | Availability Report |
| Frequency: Monthly |

Table 2 Availability Measuring and Reporting

## Time to solve incidents

The *Table 3 Incident Time Measuring and Reporting* shows how the time to solve incidents shall be measured and reported to check Objective II.

|  |  |
| --- | --- |
| Objective | Decrease time to solve incidents  |
| Critical Success Factor (CSF) | Decrease time to solve incidents  |
| Key Performance Indicator (KPI) | Increase percent of incidents solved within agreed times to 96% |
| Metrics | Percent of incidents solved within agreed times before improvement implementation |
| Percent of incidents solved within agreed times after improvement implementation |
| Measurements | Time to solve each incident compared to the agreed time for each category of incidents |
| Frequency: Updated daily |
| Reports | Incident Report |
| Frequency: Monthly |

Table 3 Incident Time Measuring and Reporting

## Customer satisfaction

The *Table 4 Customer Satisfaction Measuring and Reporting* shows how the time to solve incidents shall be measured and reported to check Objectives III and IV.

|  |  |
| --- | --- |
| Objectives | Improve customer satisfaction with Help Desk |
| Increase accuracy of service provided |
| Critical Success Factor (CSF) | Increase customer satisfaction with service received |
| Key Performance Indicators (KPI) | Increase customer satisfaction with how Help Desk handle requests to 80 % |
| Increase customer satisfaction with the quality of solutions to 75 % |
| Metrics | Customer satisfaction score before improvement implementation |
| Customer satisfaction score after improvement implementation |
| Measurements | Customer satisfaction survey with focal groups |
| Frequency: Monthly |
| Reports | Incident Report |
| Frequency: Monthly |

Table 4 Customer Satisfaction Measuring and Reporting

# Annex

Insert here anything you may like to attach to support the document.

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