

Service Delivery Review Progress Charter Template

**Service Level
Opportunity:**

Service Level Reduction
Customer Service Enhancements

Operating Efficiencies
Performance Management

**Service Delivery
Review Action:**

Potential Financial Impact:

Staff Accountable:

Date of Update:

Key Stakeholders

What internal resources or groups are required to complete this task?

Resources

What resources do you require to complete this task?

Council Decisions

Are there any Council decisions required for implementation?

Phases

What is the timeframe and steps that are required to move through this task?



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Status Update

Where are we now with
respect to completion?