

# 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?

## Status Update

Where are we now with respect to completion?