

# 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?