# Service Improvement Plan (SIP)

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| Title: | Incident resolution process improvement  |
| SIP Owner: | XXXXXX |
| Issue (Problem Statement) or Improvement Opportunity & Scope | e.g., Approach to managing and resolving high priority incidents is inconsistent. Can lack clear direction and may result in delays to service restoration.  |

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|  | Key Deliverables | Completion date | Status | Owner | Comments/risks/issues |
| 1. |  |  | Green |  |  |
| 2. |  |  | Amber |  |  |
| 3. |  |  | Red |  |  |

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| Measure of success (SMART) | SIP exit criteria |
| e.g., client feedback to improve from 2.5 to 3.5 by end of Q3 | e.g., client feedback maintained at 3.5 or above until end of Q4 |