# Service improvement plan (SIP)

Complete the tables below, noting that this template is to be used to improve specific aspects of a service, e.g. how high-priority incidents are resolved by the supplier.

|  |  |
| --- | --- |
| Title: | e.g. ‘Incident resolution process improvement’ |
| SIP owner: | [Name] |
| 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.’ |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Key deliverables | Completion date | Status | Owner | Comments/risks/issues |
| 1. |  |  | Green (on track) |  |  |
| 2. |  |  | Amber (progressing, but needs attention) |  |  |
| 3. |  |  | Red (behind target) |  |  |

|  |  |
| --- | --- |
| Measure of success (SMART: Specific, Measurable, Achievable, Relevant, Time-Bound) | SIP exit criteria (how do you measure that the improvement is complete?) |
|  |  |