

附件二：Service reporting 所需的文件與紀錄整理

What documentation and evidence would you require to assess compliance against the specific requirements of service reporting?

Answer : For service reporting, the required documents and records to fulfill ISO 20000-1 are:

- Documents:
 - Service report generation procedures
 - **Service report template** shall include :
 - ◆ Identity
 - ◆ Purpose
 - ◆ Audience
 - ◆ Source of data
- Records:
 - **Customer** requirements of service reporting
 - **Service report** shall include :
 - ◆ Performance against service level targets, especially after major incidents and changes
 - ◆ Non-compliances e.g. against the SLA
 - ◆ Workload characteristics, e.g. resource utilization
 - ◆ Trend information
 - ◆ Satisfaction analysis
 - **Management decisions** and **corrective actions** which were based on the findings in service reports.

Which other evidence would you wish to review to complete your validation of the effective implementation of service reporting?

Answer : For service reporting, the other documents and records are:

- Documents:
 - Suppliers' service reporting procedures
 - **Quality check procedure for service reports** to ensure the reports are easy to assimilate e.g. use of chart
 - **Internal management** requirements of service reporting
- Records:
 - Service reports for internal management
 - Proactive service reports e.g. impending breaches in SLAs
 - Reports that include information from incident management, e.g. the most frequently asked questions
 - Reports that highlight future workloads
 - Customer complaint report (Section 7.2 BRM)