

EXPERTOPS DELIVERY EVIDENCE

Sample managed service review

Example service: Managed platform operations | Reporting period: Illustrative | Targets: Contract dependent

A concise operating review structure connecting reliability signals, incidents, risks and improvement work to named owners and decisions.

Service review purpose

Turn operational data into owned decisions. Targets and results must use the definitions, scope and measurement windows agreed for the service.

Reliability and operating signals

Reliability signal	Current period	Trend	Decision / action
Service objective attainment	Reported against agreed SLI	Stable	Continue measurement
P1 / P2 restoration	Clocked separately from resolution	Improving	Close runbook gaps
Repeat incidents	Grouped by root cause	At risk	Prioritize problem record
Recovery readiness	Last exercise evidenced	Due	Schedule next rehearsal

Improvement backlog

Owner	Improvement action	Evidence required	Target review
Service lead	Reduce noisy alerts for priority service	Alert baseline and response impact	Next monthly review
Platform owner	Rehearse recovery for updated dependency	Timed recovery record	Quarterly control review
Customer owner	Confirm change authority contacts	Approved escalation list	Before next release

Required decisions

Accept the period evidence; approve the prioritized improvement actions; confirm risks that remain with the customer, ExpertOps or a product vendor.