

IMPROVEMENT BACKLOG PRIORITISATION

SERVICE IMPROVEMENT

GUIDED BRIEF (STORY CARD)

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VERSION v1.0

PURPOSE

This brief is used to capture, size, and score improvement initiatives before they enter the backlog. Every field is mandatory. Incomplete entries are not prioritised. The goal is to force honest impact/effort reasoning and link each initiative to a measurable outcome — specifically MTTR reduction or a reliability target.

• IMPROVEMENT INITIATIVE

Title: _____

Owner: _____

Date submitted: _____

Category (select one):

- Incident reduction
- MTTR reduction
- Reliability / availability
- Process efficiency
- Tooling / automation
- Knowledge and capability
- Other: _____

• PROBLEM STATEMENT

What is broken, degraded, or missing? State the operational reality, not the solution. One paragraph maximum.

How long has this problem existed? _____

Who is affected? _____

• SUPPORTING EVIDENCE

Provide data, observations, or signals that confirm this is a real and recurring problem. Anecdote alone is insufficient.

Metric or measurement: _____

Frequency or pattern: _____

Source of evidence (incident record, trend report, post-incident review, monitoring data, team feedback):

Linked MTTR or reliability baseline (current value): _____

• EXPECTED OUTCOME

What will be measurably different if this initiative succeeds? Be specific. Vague outcomes are rejected.

Primary outcome: _____

Target metric and value (e.g. MTTR reduced from 45 min to 20 min, P1 frequency reduced by 30%):

Time horizon for outcome (weeks / quarters): _____

How will success be verified? _____

• EFFORT SIZING

Estimate the work required. If unsure, state assumptions.

DIMENSION	ESTIMATE	NOTES
Team effort (person-days)		
Calendar duration		
Dependencies or blockers		
Risk of delivery failure	Low / Medium / High	

• PRIORITISATION SCORE

Complete all fields. Use the RICE variant below: $(Reach \times Impact \times Confidence) \div Effort$

Scale: 1 = Minimal 2 = Limited 3 = Moderate 4 = Significant 5 = Transformative

Score 70–100: P1 — Schedule immediately Score 40–69: P2 — Next sprint or planning cycle Score 15–39: P3 — Backlog; revisit quarterly Score 1–14: P4 — Defer or reject

Assigned tier: _____

REVIEWER SIGN-OFF

This section is completed by the service improvement lead or engineering manager before the initiative is formally admitted to the backlog.

Reviewed by: _____

Decision (admit / return for revision / reject): _____

Notes:

Date: _____

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