

# SERVICE HEALTH INDICATOR SHEET

## ● PURPOSE

This template defines each service health indicator, its owner, data source, and alerting cadence. It exists to prevent vague conversations about service health by making every metric accountable and directly connected to a named action.

Use this sheet as a living document. Update it when thresholds change, ownership shifts, or a linked improvement story is resolved.

## ● HOW TO USE THIS SHEET

- Complete one row per metric. No metric should exist without a named owner and a defined threshold.
- Link every metric to an improvement story in your backlog or issue tracker where remediation action is recorded.
- Review the full sheet at a minimum monthly cadence; review individual metrics whenever a trigger fires.
- Mark metrics as ACTIVE, UNDER REVIEW, or DEPRECATED in the Status column.

## ● SERVICE HEALTH INDICATOR TABLE

METRIC NAME	DESCRIPTION	DATA SOURCE	TRIGGER THRESHOLD	ALERT CADENCE	OWNER	RESPONDER	LINKED IMPROVEMENT STORY	STATUS

### Column definitions:

- **Metric Name** — Short, unambiguous label. Use the same name consistently across all tooling and reports.
- **Description** — One sentence stating what the metric measures and why it matters to service quality.
- **Data Source** — Named system, dashboard, or report where the raw value is retrieved (e.g. monitoring platform, ITSM tool, manual survey).
- **Trigger Threshold** — The specific value or condition that moves this indicator from acceptable to action-required (e.g. "> 4 hours", "< 85%", "3 consecutive failures").
- **Alert Cadence** — How often the metric is checked and how alerts are surfaced (e.g. real-time automated alert, daily digest, weekly review meeting).
- **Owner** — The named individual accountable for the health of this metric. Not a team. A person.
- **Responder** — The named individual or role who acts when the threshold is breached. May be the same as Owner.
- **Linked Improvement Story** — Reference ID or URL linking to the backlog item, ticket, or action plan governing any remediation work.
- **Status** — ACTIVE / UNDER REVIEW / DEPRECATED

## ● ALERTING CADENCE REFERENCE

Use the following standard cadence labels for consistency across all rows:

LABEL	MEANING
REAL-TIME	Automated alert fires immediately on threshold breach
HOURLY	Automated check every 60 minutes; alert on breach
DAILY DIGEST	Consolidated report delivered once per day; breach flagged inline
WEEKLY REVIEW	Metric reviewed in standing operational review; no automated alert
MANUAL	No automation; human-initiated check on a defined schedule

## ● REVIEW AND GOVERNANCE

- Sheet owner: assign a single named owner responsible for the integrity of this document.
- Review frequency: full sheet reviewed monthly; triggered review following any P1/P2 incident.
- Change log: record all threshold or ownership changes with date and rationale below.

■ SHEET OWNER Name: Role: Last reviewed: Next scheduled review:

## ■ CHANGE LOG

DATE	CHANGED BY	METRIC AFFECTED	CHANGE DESCRIPTION

## ● IMPORTANT — THRESHOLD DISCIPLINE

If a threshold has not been breached in 90 days, treat this as a prompt for joint review — not an audit finding. The purpose is to validate that the threshold still reflects operational reality and service risk, and to either adjust it or retire the metric if it is no longer meaningful.