

SERVICE REVIEW RHYTHM CHECKLIST

WEEKLY OPS REVIEW

QUICK REFERENCE GUIDE

guides.matstrange.net

VERSION v1.0

DELIVERABLE Fillable PDF checklist and editable working document

PURPOSE

Keep the weekly service review structured by forcing health signals, blockers, risks, actions, owners, and due dates into one operating rhythm.

How to use this checklist

Use this document once per weekly ops review. Capture both inbound operational signals and outbound commitments in the same session. Keep entries short, specific, and attributable to a named owner. Do not close the review until every action has an owner and due date.

Review details

FIELD	ENTRY
Service / function	
Review date	
Review window covered	
Chair	
Scribe	
Attendees	
Reporting period summary	

Inbound signals

SERVICE HEALTH SNAPSHOT

SIGNAL AREA	STATUS	NOTES
Availability		
Performance		
Incident volume		
Request volume		
Change impact		
Customer sentiment		
Supplier / dependency risk		

NOISE AND REPEAT ISSUES

What recurring issues created avoidable demand this week? Which teams or users were affected most? What evidence shows this is repeatable rather than isolated? What should be eliminated, automated, fixed, or escalated?

Entry:

ITEM	IMPACT	SOURCE	OWNER

OUTAGES AND MAJOR DISRUPTIONS

Record any outage, degradation, or failed change that materially affected service. Note business impact, duration, workaround status, and follow-up requirement.

EVENT	DATE / TIME	IMPACT	CURRENT STATUS	FOLLOW-UP OWNER

RISKS AND CONSTRAINTS

Capture risks that could affect service stability, recovery, delivery, compliance, or capacity. Include unresolved dependencies, staffing gaps, fragile components, and supplier issues.

RISK / CONSTRAINT	LIKELIHOOD	IMPACT	MITIGATION	OWNER

Outbound commitments

ACTIONS AGREED IN THE REVIEW

Every action must be explicit, assigned, and dated. Actions without owners are not valid commitments.

ACTION	OWNER	DUE DATE	PRIORITY	STATUS

ESCALATIONS REQUIRED

ISSUE TO ESCALATE	ESCALATION ROUTE	OWNER	TARGET DATE

DECISIONS MADE

DECISION	RATIONALE	OWNER ACCOUNTABLE	REVIEW DATE

End-of-review checks

REVIEW CHECK	STATUS
Health signals reviewed across service performance, volume, sentiment, change impact, and dependency risk	<input type="checkbox"/> Done
Repeat noise separated from one-off issues	<input type="checkbox"/> Done
All outages or significant degradations logged	<input type="checkbox"/> Done
Material risks and blockers captured	<input type="checkbox"/> Done
Every action has one owner	<input type="checkbox"/> Done
Every action has a due date	<input type="checkbox"/> Done
Escalations identified where local ownership is insufficient	<input type="checkbox"/> Done
Decisions and accountabilities recorded	<input type="checkbox"/> Done

Notes

■ Additional context, dependencies, or supporting comments: