ATLASSIAN

Service team Health Monitor

Service team name

Health monitor cadence (e.g. monthly)

Overall health: | HEALTHY | BIT SICK | SICK |

Attributes	Date	Date	Date	Date	Date
👥 Team leadership					
⚖️ Balanced team					
🖥️ Service mandate					
🎚️ Service levels					
🏅 Customer centricity					
🔧 Tools and processes					
👥 Effective partnerships					
📊 Reporting and analytics					

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Overall health: `HEALTHY` `BIT SICK` `SICK`

Attributes	Definition	Example
Team leadership	There is a team lead who is responsible for team performance, communication and process ownership. The team lead actively monitors work, identifies and successfully advocates improvements in process, and communicates opportunities both inside and outside of the team.	*The leadership team has the right players on-board.* *For our strategic bets we're clear who owns what, but when ad-hoc stuff comes up we quickly fall apart.*
Balanced team	The team has the right specialist skills and experience. The team is empowered to make decisions and escalate where appropriate. The team share stories, collaborate on tricky problems and share lessons learned. Individual service excellence is recognized. Team schedules and rosters are set and agreed with an even distribution of work across the team. There is a smooth on-boarding process for new team members.	*The skills mix on the team is good, but we struggle to know when to escalate. Sometimes we take on too much and cases which are above our heads.* *We need to more readily bring in specialist teams to help*
Service mandate	The services offered by the team are defined and documented. The scope of the team's work is clear. Ownership and accountabilities for individuals and leads are defined. The service mandate has been communicated and agreed by key stakeholders, with agreed-upon success metrics that are well-defined and actively monitored.	*Where we start and stop isn't clear.* *Our mandate is basically "whatever it takes" - which hurts our call resolution times.* *We need to clarify what we do and don't do.*
Service levels	Service levels for all areas of the teams' service mandate are defined, agreed and visible to key stakeholders, including customers. All service levels are current, applicable and there is queue management, categorization, prioritization & escalation in place to meet SLAs. The team operates at a good velocity with recognized consequences for not meeting SLAs.	*We know the most important requests and definitely triage these at the top of the queue.* *We've got SLAs for our highest priority requests, but not all.*
Customer centricity	You understand what your customers need and have the necessary information about the customer to resolve their issues. You are skilled at understanding, empathizing and resolving requests with an effective customer feedback loop in place which drives improvements to build trust and improve your service offering. Your service offering balances quality with velocity. Customers can self serve and your team has a mechanism or cycle in place to detect, correct and prevent problem management.	*Our CSAT is pretty solid and has been improving lately.* *The recent training session Julie ran on "understanding the customer" was awesome to help us in building relationships with customers.*

Tools and processes	The team has the necessary tool set that is well designed and optimized towards delivering the services offered by your team. Processes are well documented, and have defined workflows and owners. There is a well defined and followed hand-over process to operationalize new services and handle root-cause analysis.	*Eventually we went with yellow here, we were super close to Red though.* *Lots of discussion around our tooling and whether we've got too many tools?* *For customers it's easy, but we sometimes get stuck with different supporters using different tools - but it's more annoying than debilitating for now.*
Effective partnership	Your vendors and partners are known, key contracts are documented and there is a trusting relationship(s) in place. There are established operational level agreements (OLAs) for down-level teams and partners. Partner contracts are current and their OLAs allow your team to uphold your commitments and retain ownership of the customer request.	*Green here, we don't have a huge number of partners and our key partners are on the ball.*
Reporting and analytics	You are capturing feedback and your performance reporting is available, visible and helping your team improve established service levels. KPIs are realistic, focused on the correct metrics and you are meeting your KPIs. Your cost to serve is known and a focus area for the team to improve on.	*Nailing it here, very green. We've got lots of reporting, our new service dashboard captures all our key metrics.* *Also having it on the wallboard display in the support area is fantastic.* *Our cost to serve isn't explicit, however that's not a huge problem - as we're using other metrics including CSAT, Contact Index and NPS to improve our service offering.*