

Appendix B - Service Level Profile Template

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|----------------------------|--|
| Organizational Unit | |
| Enterprise Program | |
| Service | |
| Service Type | |
| Service Category | |

| Service Overview |
|--------------------------------------|
| Brief description of the service (s) |

| Service Value |
|---|
| Statement reflecting the value added for the service (i.e. RBA style comment) |

| Service Category Overview |
|--|
| Brief description of "basis for delivery" (ie why is service deemed mandatory) |

| Budget | |
|-----------------|------|
| Operating Costs | |
| Revenue | |
| Net Levy | \$ - |

| Staffing | |
|-----------------|--|
| Full Time | |
| Part Time (Hrs) | |

| Performance Measures |
|-----------------------|
| i.e. MBN Can Measures |

| Service Level |
|---------------------------------------|
| What is the prescribed service level? |

| Activity Level |
|------------------------------|
| How much do you actually do? |

| Notes / Assumptions: |
|----------------------|
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