Management Review Minutes

The meeting of the [name of body] was held on [date] and was attended by:

- [name]

The purpose of the meeting was to ensure the suitability and effectiveness of the Service Management System (SMS).

Materials or information reviewed at the meeting include the following:

1. SMS Policy
2. Customer feedback
3. [current and forecasted human, technical, information and financial resource levels]
4. [updated and forecasted human, technical, information and financial resource levels]
5. [risks]
6. [results and follow-up actions from audits]
7. [needs for financing or budgeting]
8. [changes that could affect the SMS and the services]
9. [opportunities for improvement]
10. [description of actions for the improvement of SMS effectiveness]
11. [description of resources approved for implementation]
12. [description of actions for the improvement of services]
13. [description of changes in the SMS process]
14. [description of changes in the risk treatment plan]
15. [description of how risk assessment, business impact analysis, service continuity plans and the Risk Treatment Plan should be updated]
16. [description of changes made to the documentation and/or controls that were necessary due to internal or external changes]
17. [needs for financing or budgeting]
18. [list of interested parties to which the decisions made on this Management Review meeting need to be communicated]

[forms signoff]

[signature]