

Decision record / DR-014

Standardize the weekly service report

Status: Accepted | Decision owner: Operations | Date: 14 September 2026

Context

Teams currently prepare separate reports. Reviewers need consistent measures and a clear place to find the supporting data.

Options considered

Option	Strength	Trade-off
Free-form documents	Flexible for each team	Hard to compare
Shared document template	Consistent review structure	Requires an owner
Dashboard only	Always available	Harder to annotate offline

Decision

Use a shared document template, with links to the source dashboard for detailed investigation.

Revisit when

The review audience changes, the reporting measures change, or the preparation cost exceeds one hour per team.