This template (and the examples shown in **blue**), is to help you formulate a decision making process for a specific new business product or service. It is simply a table with one row for each “evaluation” question and columns that specify the success criteria for those questions, the responses provided for each question and finally a score which is then awarded using the Key opposite based on the responses received. You can then add up the scores to provide an overall score for the particular product or service being evaluated.

**Score Key:**

1. **No evidence provided**
2. **Limited evidence and/or development would be needed**
3. **Meets requirements**
4. **Strong - exceeds min standards required**
5. **Outstanding evidence**

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| **PRODUCT / SERVICE: New IT Partner / Service Provider** | **Interviewer: John Smith, Finance Director** | **Date & Time:** |

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| --- | --- | --- |
| **Product Requirements** | **Essential Criteria** | **Desirable Criteria** |
| **IT Help Desk Provider** | **Phone Support** | **UK based to mirror business operating hours** |
|  | **Defined Response Times of 4 hours or less for all issues** | **Within 2 hours** |
|  | **Defined Response Time of 2 hours for specific issues** | **Within 1 hour** |

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| **Company Name** *(new potential provider)***:**  **IT on Demand** | **Individual’s Name** *(new potential provider)***:**  **Julia Brown, Business Development Director** | **Date & Time:** |

| **Questions to be Asked** | **Criteria for Success** | **Notes on Answer Provided** | **Score Awarded** |
| --- | --- | --- | --- |
| What type of support can be provided and how ? | All IT issues experienced based on specification provided as users of specified products in use [insert details of products / systems ] | * Telephone expertise / knowledge and assistance on all products specified and dedicated agents per product which would be assigned to client on new Service Agreement uptake. * Specialist expertise available for additional products not specified * UK based call centre operating on a 24 / 7 basis * On site attendance to problem resolution if identified as required by the service provider | 4 |
| What are the available Service Level Agreements (SLAs) | Max 4 hour response times for all issues except loss of VPN connection where 2 hour response time required. | SLAs for all issues will be within 4 hours. VPN issues met within 2 hours of call being logged | 3 |
| What escalation process is in place for unresolved issues ? | Documented escalation process clearly setting out next steps and contact points in the event that issue cannot be resolved within 4 hour SLA | Varies per client and type of service agreement taken. Documented for premium package only. | 2 |
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**9**

**TOTAL SCORE AWARDED**

|  |
| --- |
| **Next Steps and Closing Meeting**   * IT on Demand to prepare proposal based on discussions / agreed points * Both parties to provide additional information identified during discussion * Client to review proposal * Further meeting to be scheduled |