
Continuously monitor specified service level performance criteria. Reports on achievement of service levels should be provided in a format that is meaningful to the stakeholders. The monitoring statistics should be analyzed and acted upon to identify negative and positive trends for individual services as well as for services overall.

Monitoring and Reporting of Service Level Achievements [1]

There are no PSGs published for this topic; however, the topic is under review for future PSGs

Source URL: <http://gta.georgia.gov/psg/book-page/monitoring-and-reporting-service-level-achievements>