# Business Objectives Review Meeting Agenda

The Business Objectives Review Meeting ensures that the Freshservice implementation is tightly aligned with the organization's ITSM strategy and long-term service management goals. The discussion will center around ITIL alignment, measurable success metrics, and known implementation challenges. Outputs from this session help shape the priorities and configuration decisions during the design phase.

## Identify Strategic ITSM Goals

Owner: ITSM Sponsor

Discuss the overarching ITSM strategy and long-term vision for the organization. Identify service management priorities such as automation, user experience improvement, and operational efficiency.

## Define Critical Success Factors

Owner: ITSM Sponsor

Establish the specific conditions that must be met for the project to be considered a success. Examples may include reduced ticket resolution time, streamlined change approvals, or enhanced reporting visibility.

## Review and Align on KPIs

Owner: Process Owner

Identify and document the key performance indicators that will be tracked post-implementation. Validate that KPIs are relevant, measurable, and aligned with organizational goals.

## Discuss ITIL Alignment (e.g., Change, Incident)

Owner: ITIL Advisor

Ensure that the project’s design approach is informed by ITIL best practices. Discuss process integration across modules such as Incident, Change, Problem, and Request.

## Capture Known Challenges and Constraints

Owner: Project Manager

Record any known limitations, such as data quality issues, resource availability, or legacy system dependencies. Flag items that may pose risks to configuration or rollout.

## Finalize and Approve Planning Outputs

Owner: All participants

Review decisions made during the meeting. Confirm documentation of goals, success factors, and KPIs. Approve deliverables required for the next phase of the project.