# Freshservice Implementation Weekly Meeting Agenda

Meeting Title: Weekly Freshservice Implementation Sync

Recurrence: Weekly (e.g., every Monday or Tuesday)

Duration: 30–45 minutes

Attendees: IT Leads, Project Sponsors, Implementation Consultants, Business Process Owners

# Agenda

1. Welcome and Attendance (5 min)

2. Review of Last Meeting’s Action Items (5 min)

3. Task Progress Review (10 min)

* Refer to the Implementation Plan Spreadsheet
* Status of open and completed tasks

4. RAID Log Review (10 min)

* Identify and discuss new Risks, Assumptions, Issues, Dependencies

5. Upcoming Milestones (5 min)

* Confirm responsible parties and upcoming deliverables

6. Change Discussion (5 min)

* Review any changes in scope, capacity, or timeline

7. Highlights and Quick Wins (2–3 min)

8. Action Items and Assignments (5 min)

9. Wrap-Up and Confirm Next Meeting Date (2 min)

# Tips for Meeting Success

• Rotate presenters periodically to build team engagement.

• Reinforce ITIL language in discussions (e.g., incident lifecycle, change enablement).

• Introduce and track relevant KPIs (e.g., onboarding rate, catalog configuration, workflow coverage).

# ITIL Alignment

Weekly meetings align with several ITIL practices:

* Continual Improvement: Surface areas of refinement regularly.
* Risk Management: Early discussion of issues via RAID.
* Service Transition: Coordinate Change, Release, and Configuration activities.
* Service Level Management: Establish baseline SLA expectations.
* Project and Portfolio Management: Formalize implementation oversight.
* Guiding Principle: Collaborate and Promote Visibility.