**Tools to Help You Identify Your Core Services**

**Important v Urgent:**  Identify services with both high impact and high urgency

*Example:*

|  |  |  |
| --- | --- | --- |
| **High Importance** |  | **Core Services** |
| **Low Importance** |  |  |
|  | **Low Urgency** | **High Urgency** |

**Expected v Required:** Identify services that are both expected and required

*Example:*

|  |  |  |
| --- | --- | --- |
| **Expected** |  | **Core Services** |
| **Not Expected** |  |  |
|  | **Not Required** | **Required** |