Eisenhower matrix: my week

Week of: _____ First, the gate: live incidents (something broken now) go to your incident process, not this page. Then score each task (page 2) and write it in its box.

	URGENT (urgency 4-5)	NOT URGENT (urgency 1-3)
IMPORTANT (importance 3-5)	**Q1 DO NOW** *Needs you: do it first. Someone else could: hand it off today, check by close.* ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____	**Q2 SCHEDULE** *Book a date and time for each one that needs you. Hand off the doing where you can.* ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____
NOT IMPORTANT (importance 1-2)	**Q3 DELEGATE** *Hand it to the right person. No one to hand it to? Shrink it: batch it, template it, or say no.* ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____	**Q4 DROP** *Drop it, and tell whoever asked. Park it with a date only if it will matter later.* ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____

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Score it: one gate, two scores, one question

Importance: what would it cost if this never happened? 5 critical · 4 major · 3 useful · 2 minor · 1 none. Urgency: when does waiting start to cost? 5 today · 4 this week · 3 this fortnight · 2 this month · 1 no date.

Box: importance 3+ and urgency 4+ = Q1; importance 3+ only = Q2; urgency 4+ only = Q3; neither = Q4. Needs me? Y if only you can decide, approve or do it.

#	Task	Live incident? Y/N	Importance 1-5	Urgency 1-5	Needs me? Y/N	Hours	Box	Next step / hand to
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
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Worked example: an IT manager's week, sorted

Fictional: Priya runs IT for an 80-person professional services firm with a team of three (an infrastructure engineer and two service desk analysts) and a managed service provider. 21 tasks on Monday; 36.75 planned hours if she did them all herself.

Q1 DO NOW	Q2 SCHEDULE
1. Backups have failed three nights running on the file server (I5/U5, 1.5 h) → Hand off today, check by close: infrastructure engineer 2. Approve three change requests for Thursday's maintenance window (I4/U4, 1 h) → Do now 3. Firewall support renewal quote expires on Friday (I4/U4, 1 h) → Do now 4. New starter on Monday: laptop build and accounts (I3/U5, 3 h) → Hand off today, check by close: service desk analyst 5. Monthly patch deployment (a pre-approved standard change) (I3/U4, 2 h) → Hand off today, check by close: infrastructure engineer	6. Draft next year's IT budget for the finance director (due in three weeks) (I5/U2, 6 h) → Book time in the diary 7. Quarterly test restore of the case management database (I5/U2, 2 h) → Schedule it, hand off the doing: infrastructure engineer 12. Gather evidence for the Cyber Essentials renewal (due in five weeks) (I5/U2, 3 h) → Schedule it, hand off the doing: service desk analyst 8. Post-incident review of last Tuesday's email outage (I4/U3, 2 h) → Book time in the diary 9. 1:1s with the three people in the team (I4/U2, 1.5 h) → Book time in the diary 11. Answer the partners: rules for using AI tools with client data (I4/U2, 3 h) → Book time in the diary 13. IT plan for the second office move (lease ends in eight months) (I4/U1, 2 h) → Book time in the diary 10. Monthly service review call with the managed service provider (I3/U3, 1 h) → Book time in the diary
Q3 DELEGATE	**Q4 DROP**
16. Finance director's VPN problem before Thursday's board pack (I2/U5, 0.5 h) → Delegate: service desk analyst 14. Weekly IT report for the operations director (I2/U4, 1.5 h) → Delegate: service desk analyst 15. Partner's printer is out of toner (escalated by email) (I1/U5, 0.25 h) → Delegate: service desk analyst	20. Re-label the patch panel in the comms cabinet (I2/U1, 2 h) → Drop it and tell whoever asked 18. Vendor product-roadmap webinar invitation (I1/U3, 1 h) → Drop it and tell whoever asked 19. Forty 'for information' emails copied to IT this week (I1/U3, 1.5 h) → Drop it and tell whoever asked 17. Supplier sales call asking for a security product demo (I1/U2, 1 h) → Drop it and tell whoever asked

Outside the matrix: 21. Case management system down at the second office (Wednesday): ran on the incident process; 4 hours of her week.

She keeps 17.5 hours, hands off 13.75, drops 5.5. Capacity 37.5 hours less 8 held back = 29.5 available: the plan fits with 12 hours spare.

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Friday review: plan v reality

Box	Tasks	Hours I planned to keep	Hours I actually spent	What pushed it off course?
Q1 Do now				
Q2 Schedule				
Q3 Delegate				
Q4 Drop				
Incidents				
Not on the list (walk-ups, meetings)				

• Which Q1 tasks were Q2 tasks that waited too long?

_____

• Which Q2 tasks had no time booked, and did they happen?

_____

• Who kept handing you urgent work that wasn't important to the business? What will you say next time?

_____

• Was Q1 crowded every day? If so, take the numbers to whoever sets the team's workload.

_____

• Next week's first Q2 block: Day _____ Time _____ Task _____

_____

Guide, worked example and the auto-sorting Excel version: https://www.itmanagement101.co.uk/eisenhower-matrix-template/

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