SLA duration can be specified on Configuration item LVL

Schedule can be count specific to user timzone or CI time zone

SLA defintion split in 3 parts:

* SLA – customer visible is nice to have 2 respone and resolution (tarket field in SLA definitione)
* OLA – internal definicion to keep KPI can be a bit less time than SLA
* Underpinning contract is meant for vendors to achive vendor contract control.

Workflow on SLA definitione can be changed but default sla is quite good

Enable logging allows us to debug Sla definitione when start conditio has been met when stop or pause condition

In SLA definitione on incydent task is nice to use active as a conditio so only for active cases it will trigger.

Priority is importatnt any other conditio can be implemented.

State „resolve” should pause SLA

Stop conditio defines compleeted state of SLA

If we want co cancel it should be start conditio hasn’t been meet.

Schedule if crucial for SLA definitione.if schedule is 8-16 week days and duration is one day it means this one day will be only counted during 8-16 so 1 day is in fact 3 business days.