Define Service Level Agreements Procedure

1. **Purpose**

The objective of this process is to ensure that service delivery is reliable, responsive, effective and efficient and supports the Authority’s requirements to an acceptable level within the constraints of the resources available to agree to a level of service that users can expect consistently.

1. **Scope**

The procedure starts with the organisation requirements identified and ends with developed and agreed upon service level agreements.

1. Narrative
2. The relevant Section Manager identifies key processes and stakeholders to develop the requisite Service Level Agreements (SLA). The relevant Section Manager also understands the necessary Service level requirements to support business processes.
3. The relevant Section Manager creates and updates (as applicable) the Service Level Agreements.
4. The IT General Manager reviews all the Service Levels to provide his approval.
   1. **Case A – Yes;** in case the ITGM approves, proceed to step 3.5.
   2. **Case B – Make Recommendations;** in case the ITGM makes recommendations, proceed to step 3.4.
5. The relevant Section Manager provides recommendations to the existing SLAs. This is followed by negotiations with both the stakeholders to reach common ground. The necessary updates is made to the existing SLAs once an agreement is reached between the IT Department and the stakeholders. Return to step 3.2.
6. The relevant IT Specialist completes the approved Service Level Agreements.
7. The relevant Section Manager periodically reviews the current SLAs in place and ensures their alignment with the Annual IT Strategic Plan. The relevant Section Manager will assess the service level results and feedback from End Users, and the service delivery units, with regard to improvement suggestions. This will serve as input for planning and implementing the service level improvements.
8. Define Service Level Agreements Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| SLA Timeliness | KPI |
| Ratio of SLA-based delays to the total number of service requests | Description |
|  | Measurement |

1. SLAs

| **Description of Service** | **TAT** | **Related Departments** | **Escalation Matrix** |
| --- | --- | --- | --- |
| Provide Input in Development of SLAs |  | Relevant Department | Relevant Deputy Governor |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

“Service Level Agreement” is a written agreement between a service provider and the customer that documents the agreed service levels for a service, defining the key service targets and the responsibilities of both parties.

**“Third party”** is an organisation or person that is not a part of the Authority.

**“Turnaround Time”** means the total time taken between the submission of a task for execution and the return of the complete output to the requestor.