Service Level Management

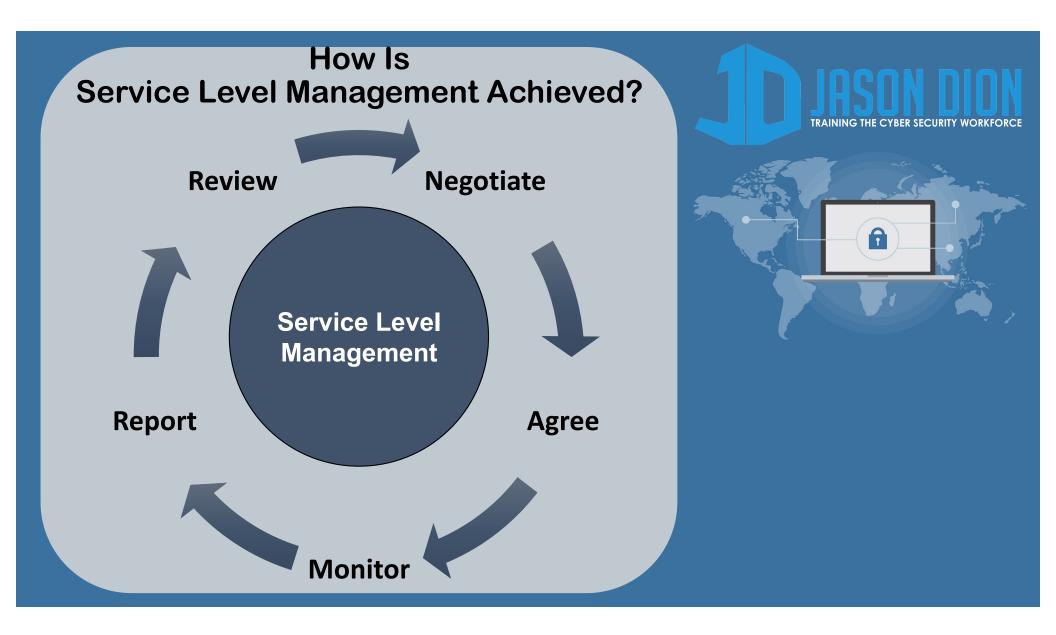*ITILv3 Foundations*

Service Level Management Process

- Secures and manages agreements between the service provider and the customer regarding the utility (level of performance) and warranty (level of reliability) of the service

- Ensures all current and planned IT services are delivered to agreed upon, achievable targets

Service Level Management

- What metrics are we collecting and comparing our performance to?

- What utility and warranty did you promise to your customers?

- Are your targets achievable and measureable?

- Are the targets relevant?

How Is
Service Level Management Achieved?

Review

Negotiate

Service Level Management

Report

Agree

Monitor

Always remember…

- Ensure SLM and BRM are aligned

- Negotiation is key!

- Monitor, report, and review SLA targets

Three Kinds of Important Documents

- Service Level Agreement (SLA)

- Operational Level Agreement (OLA)

- Underpinning Contract (UC)

Service Level Agreement (SLA)

- Written agreement between IT service provider and customer providing key service targets and responsibilities of both parties

- Formal document, but not necessarily a contract

- Clear, concise language and both parties agree upon its contents

Operational Level Agreement (OLA)

- Underpinning written agreement between two elements of the service provider organization regarding key service targets and responsibilities of both parties for the services being supported

- Like an SLA, but for within the service providers organization

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Underpinning Contract (UC)

- Legally binding agreement that conform to contract law and organizational contract policy

- Written in "legalese" for the lawyers

- Negotiated by the Supplier Management

Why is SLM Part of Service Design?

- Provides an opportunity to establish the performance requirements early in the service development, ensuring the design work can be directed to meet the requirements

Challenges in SLM

- Keeping all the SLAs, OLAs, and UCs in proper alignment to support the services and business processes