SERVICE LEVEL AGREEMENTS

SLA'S

OVERVIEW

- Service Level Agreements
- Service Level Management
- SLA Workflows

SERVICE LEVEL AGREEMENTS

- A Service Level Agreement (SLA) is a contract between a service provider and a customer that defines the service to be provided and the expected level of performance

  o For example, an Internet service provider (ISP) is expected to provide certain internet speed, bandwidth, and a limited amount of down time

- SLAs are meant to manage the expectations of the service provider and the customer

- If an SLA is breeched, it can cause problems for both parties involved

  o For example, if a customer requests assistance and their request is not handled in a reasonable amount of time, the customer may be dissatisfied with the service, and they may discontinue business with that service provider

- ServiceNow provides Service Level Management which allows us to define and manage SLAs for our tasks

SERVICE LEVEL MANAGEMENT

- Service Level Management is an application that helps to gather service requirements, monitor, and report the quality and speed of the services provide

  o For example, if an incident ticket is submitted, we can define an SLA that says it should be assessed within 24 hours of submission

- SLA Definition records are used to create and progress SLAs, enabling you to use an SLA system for tasks within your organization [contract_sla]

- The Task SLA [task_sla] table stores records for the SLAs that are attached to tasks

  o Incident tasks, for instance!

  o Remember, tasks can exist on the task table or on any table that extends the task table (child tables)

SCHEDULES AND SLAS

- We know that schedules let us define time periods on a calendar as an event entry

- Schedules also define time periods during which SLAs will accumulate business time

- When defining an SLA, we can associate it with a schedule so that the record tracks how long a task is open relative to our business hours

  o For example, if a schedule is defined as Mon-Fri 9am-5pm, then the defined SLA with that schedule will accumulate business time only during hours 9am-5pm on Monday through Friday; the SLA will not accumulate business time during the weekend or after 5pm during the week

- Some schedule source field options:

  o No schedule – SLA calculates based on 24x7 schedule

  o SLA definition – Schedule dropdown list appears

  o Schedule – specify the hours that an SLA timer runs

  o Task table field & schedule source field – specify a task table and a field on that table to provide the schedule

SLA TIMINGS

- On the Task SLA, we have a Timing field that contains crucial information powered by the SLA engine

- Task SLA Time-Based Fields:
    - Start time – the time the SLA was started
    - Stop time – the time the SLA ended
    - Breach time – the time the SLA will breach
    - Actual elapsed time – time between start time and now
    - Actual elapsed percentage – percentage of total SLA that has elapsed
    - Business elapsed time – time within the specified schedule between start time and now
    - Business elapsed percentage – percentage of total SLA that has elapsed within the specified schedule
    - Business time left – time within the schedule remaining until SLA breach

SLA DURATION TYPES

- When defining an SLA, we have 2 types of duration that we can select:
  - User specified duration – specifies a static duration, such as 6 hours, along with a business schedule
    - Duration can be specified in days, hours, minutes, and seconds
    - SLA must be run before it is marked as 'breached'
  - Relative duration – specifies a duration relative to the start time of the task SLA using a script
    - Examples include specifying a due date, end of the next business day, or next business day by 4pm

SLA TYPE DEFINITIONS

- We have 3 main types of SLA Definitions:

  o SLA – an agreement between your company and your company's customers

  o OLA – an agreement between your company and your company peoples (internal)

  o Underpinning Contract (UC) - a contract between your supplier/vendor who need to achieve service targets for you (for them, you are the customer)

SERVICE LEVEL WORKFLOWS

Removed in this release

Service Level Management workflows have been removed and replaced by flows for new customers. Existing customers that use these workflows are unaffected. The flows are available to both new and existing customers. You can use ServiceNow® Workflow Studio to customize or extend these flows. For more information, see Flow Designer.

SERVICE LEVEL ~~WORK~~FLOWS

- There are 2 main flows included with the Service Level Management application:

  o Default SLA flow – creates the events that send out notifications

  o SLA Notification and Escalation flow – creates the events that send out notification AND when a task reaches 50% of its allotted SLA duration, a notification is sent to the assignee and the user listed in the 'Supported by' field on the configuration item; at 75% and 100% a notification is sent to the assignee and the assignee's manager

SLA MANAGEMENT DEMO

- Let's create an SLA for our Appointments workflow Approval activity!

TERMINOLOGY

- Service Level Agreement - a contract between a service provider and a customer that defines the service to be provided and the expected level of performance