

SLA's

(Service Level Agreement in ServiceNow)

OBJECTIVES 1 - 6

1. What is SLA ?
2. How to Configure SLA in ServiceNow?
3. Difference between “**Response**” and “**Resolution**” SLA's. (Brief Intro)
4. Different “**Stages**” of SLA's.
5. Use of “**Schedule**” field in SLA. (Brief Intro)
6. What is “**Retroactive start**” in SLA's?

OBJECTIVE ONE

SLA's (Service Level Agreements)

It is basically a set of agreements between a service provider and customer that define the scope, quality and speed of the services being provided.

OBJECTIVE TWO

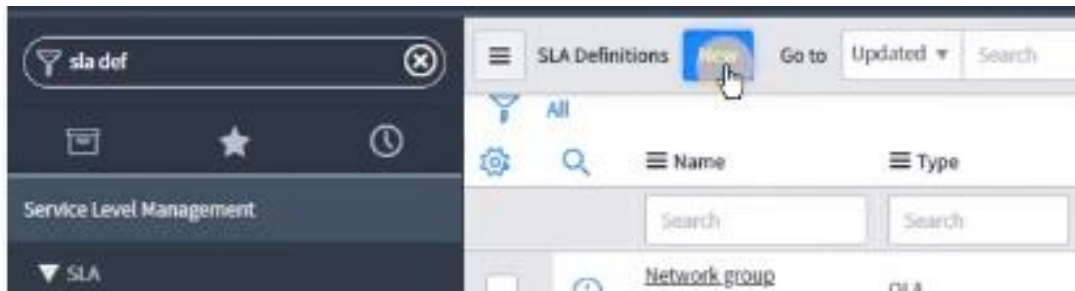
Let's say we create a Priority 1 Incident:

The screenshot shows the 'Incident' form for 'INC0011046'. The form is divided into two main sections. The left section contains input fields for 'Number' (INC0011046), 'Caller' (System Administrator), 'Category' (Inquiry / Help), 'Subcategory' (None), 'Business service', 'Configuration item', and 'email'. The right section contains fields for 'State' (New), 'Impact' (1 - High), 'Urgency' (1 - High), 'Priority' (1 - Critical), 'Is Critical' (checkbox), 'Assignment group', 'Assigned to', and 'Parent Incident'. A yellow circle highlights the 'Priority' dropdown menu.

...however, when we scroll to the bottom, we don't have a timeline of how soon the incident needs a response and resolution:

The screenshot shows the bottom of the incident form. At the top, there are buttons: 'Update', 'Close Child Incident', 'Resolve', and 'Delete'. Below these is the 'Related Links' section with a link to 'Repair SLAs'. The 'Task SLAs' section is active, showing a table with columns: 'Task SLAs', 'Go to', 'Stage', and 'Search'. The table is empty, displaying 'No records to display'. A yellow circle highlights the 'No records to display' message.

Step One: search **SLA Definitions** and create a New one:



Step Two: Set the fields accordingly:

A screenshot of the 'SLA Definition New record' form. The form is divided into two columns. The left column contains fields for 'Name' (Demo SLA P1), 'Type' (SLA), 'Target' (Resolution), 'Table' (Incident [incident]), 'Workflow' (Default SLA workflow), 'Active' (checked), and 'Enable logging' (unchecked). The right column contains fields for 'Application' (Global), 'Duration type' (User specified duration), 'Duration' (Days: 00, Hours: 00, 10, 00), 'Schedule source' (SLA definition), 'Schedule' (All Days (GMT8:00AM-16:00PM)), and 'Timezone source' (The caller's time zone). A warning message at the top states: 'An SLA starting now will breach on 2019-08-18 09:43:44 (Actual elapsed time: 10 Minutes)'. At the bottom, there are tabs for 'Start condition', 'Pause condition', 'Stop condition', and 'Reset condition'.

Step Three: Set the Start and Cancel Conditions:

The screenshot shows the 'SLA Definition' interface with the 'Start condition' tab selected. At the top, there is a header bar with a back arrow, a hamburger menu, and the text 'SLA Definition New record'. Below this, there is a section for 'Enable logging' with a checkbox and a 'Timezone source' dropdown set to 'The caller's time zone'. The main area is titled 'The conditions under which the new SLA will be attached and canceled'. It contains a 'Start condition' section with a help icon, 'Add Filter Condition', and 'Add "OR" Clause' buttons. The condition is defined as 'Priority' is '1 - Critical'. There are 'AND' and 'OR' buttons to the right. Below this is a 'Retroactive start' checkbox. Further down is a 'When to cancel' dropdown set to 'Cancel conditions are met'. At the bottom is a 'Cancel condition' section with 'Add Filter Condition' and 'Add "OR" Clause' buttons. The condition is defined as 'Priority' is not '1 - Critical'. There are 'AND' and 'OR' buttons to the right.

Step Four: Set the Pause Conditions:

The screenshot shows the 'SLA Definition' interface with the 'Pause condition' tab selected. The header bar is the same as in the previous screenshot. The main area is titled 'The conditions under which the SLA will pause (stop increasing elapsed time) and resume'. It contains a 'Pause condition' section with a help icon, 'Add Filter Condition', and 'Add "OR" Clause' buttons. The condition is defined as 'State' is 'On Hold'. There are 'AND' and 'OR' buttons to the right. Below this is a 'When to resume' dropdown set to 'Resume conditions are met'. At the bottom is a 'Resume condition' section with 'Add Filter Condition' and 'Add "OR" Clause' buttons. The condition is defined as 'State' is not 'On Hold'. There are 'AND' and 'OR' buttons to the right.

**** Pause is used when the Assignee needs further explanation from the Caller.**

Step Five: Set the Stop Condition:

Start condition

Pause condition

Stop condition

Reset condition

The condition under which the SLA will complete

Stop condition ⓘ

Add Filter Condition

Add "OR" Clause

State ▼

is ▼

Resolved ▼

Submit

Click **Save** or **Submit**.

So now, when a Priority 1 Incident is created...



The screenshot shows a web interface for 'Task SLAs (1)'. It has tabs for 'Approvers', 'Incident Tasks', 'Task Activities', and 'Child Incidents'. Below the tabs is a 'Task SLAs' section with a 'Go to' dropdown set to 'Stage' and a search bar. A table below shows one entry for 'Demo SLA P1'.

	SLA definition	Type	Target	Stage	Actual elapsed time	Business elapsed time	Start time	Stop time	Has breached	Business time le
<input type="checkbox"/>	Demo SLA P1	SLA	Resolution	In progress	1 Second	1 Second	2019-08-18 09:39:25	(empty)	false	9 Minutes

...we scroll to the bottom and see the Task SLA we just created.

**** Note:** The difference between **Actual elapsed time** and **Business elapsed time** is Business elapsed time is based on the schedule we selected when configuring our SLA.

OBJECTIVE THREE

what is response sla and resolution sla in snow

B

by babus

created about a year ago in Developer Community

✓ Accepted Solution



Harshvardhan

Forum Level 5


• about a year ago

Response SLA: when ticket assigned to the group and your manager or team lead assign the ticket to the support person then response sla meet.

Resolution SLA: it defines how much time it took once it has assigned to support person to solve the ticket.

OBJECTIVE FOUR

Different Stages of SLA's:

- **In Progress**
- **Achieved**  (can be identified through "has breached" field)
- **Breached** (can be identified through "has breached" field and with red filled circle displayed in Stage field)
- **Paused**
- **Completed**
- **Cancelled**

OBJECTIVE FIVE

Schedules within SLA

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Schedules within SLA enable you to define the time periods during which the SLAs accumulate business time.

Schedules are typically based on the working hours of the resource or departments to whom a task is allocated. When you define an SLA, you can select a schedule during which the SLA will accumulate business time. You can specify the schedule that each SLA must use in the SLA definition form.

Schedules in SLA definitions

You can specify the schedule to be used when creating new task SLAs in the **Schedule source** field. You can specify one of the following options:

- **No schedule:** If the **No Schedule** option is selected, the SLA will calculate based on a 24 x 7 schedule.
- **SLA definition:** If the **SLA definition** option is selected, the **Schedule** drop-down list appears.
 - **Schedule:** Specify the hours during which the SLA timer runs. These set of schedules are defined in the core configuration. For example, you can select a schedule of **8-5 weekdays** or **8-5 weekdays excluding holidays**.
- **Task table field:** This option picks its title from the option selected in the **Table** field earlier on the **SLA Definition** form. For example, if **Incident** is selected in the **Table** field, then this option appears as **Incident field**. If the **Task table field** option is selected, the **Schedule source field** drop-down list appears.
 - **Schedule source field:** Select the appropriate field from the task such as an incident or problem that will provide the schedule. For example, Configuration item > Schedule.

OBJECTIVE SIX

what is retroactive start in sla and give me one example?

B

by babus

created about a year ago in IT Service Management

✓ Accepted Solution



Hussain Kachwala · about a year ago

Hello,

In layman's term, If you select the Retroactive start check box, the Set start to field appears, offering options for starting the SLA from various events on the table selected.

For example, if an Incident's priority is changed to 1 (Critical) and a Priority 1 SLA is attached at that time, Retroactive start means that the SLA counts from when the incident was first created, rather than from when the Incident's priority changed.

If Retroactive start is cleared, the SLA starts on the date and time that it was attached to the Incident.