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?

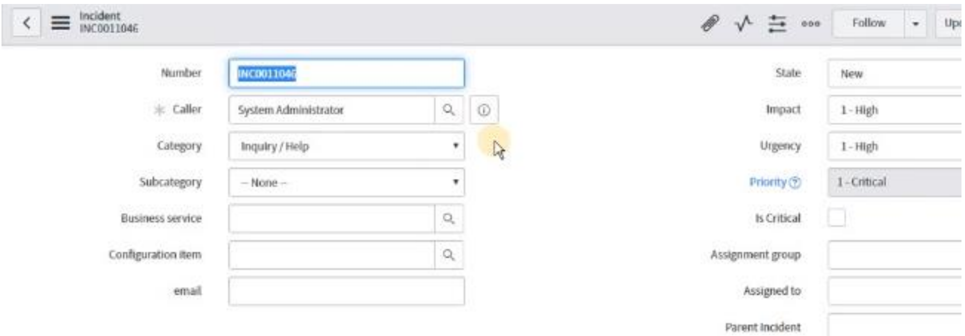
OBJECTIVE ONE

SLA's (Service Level Agreements)

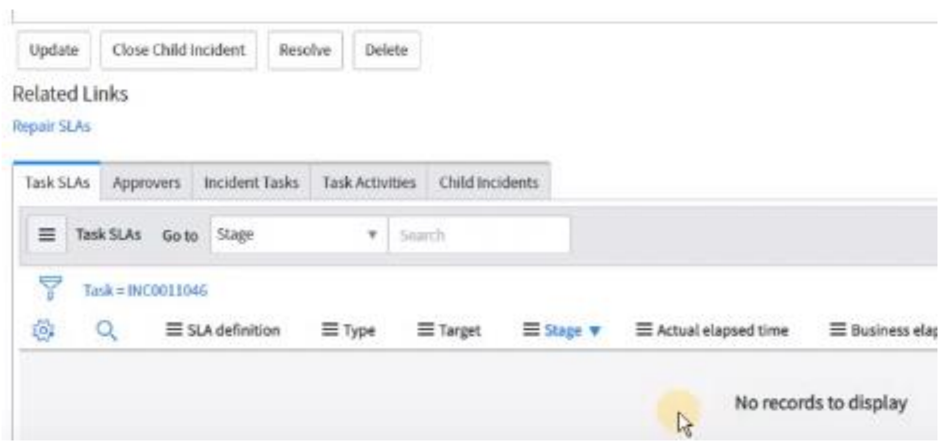
It is basically a set of agreements between a service provider and customer that define the scope, quality and speed of the services being provided.

OBJECTIVE TWO

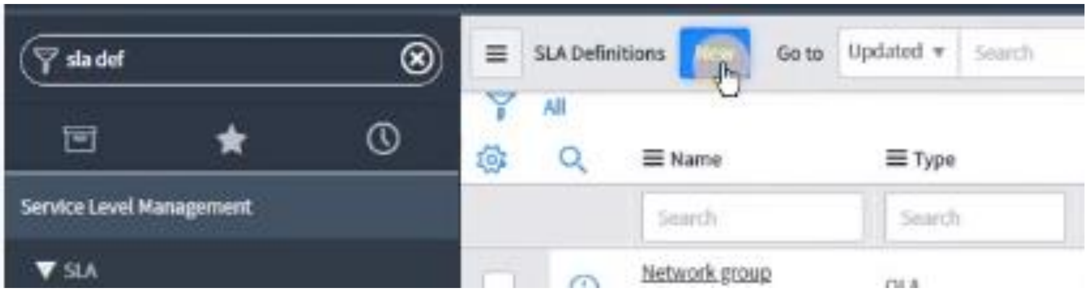
Let's say we create a Priority 1 Incident:



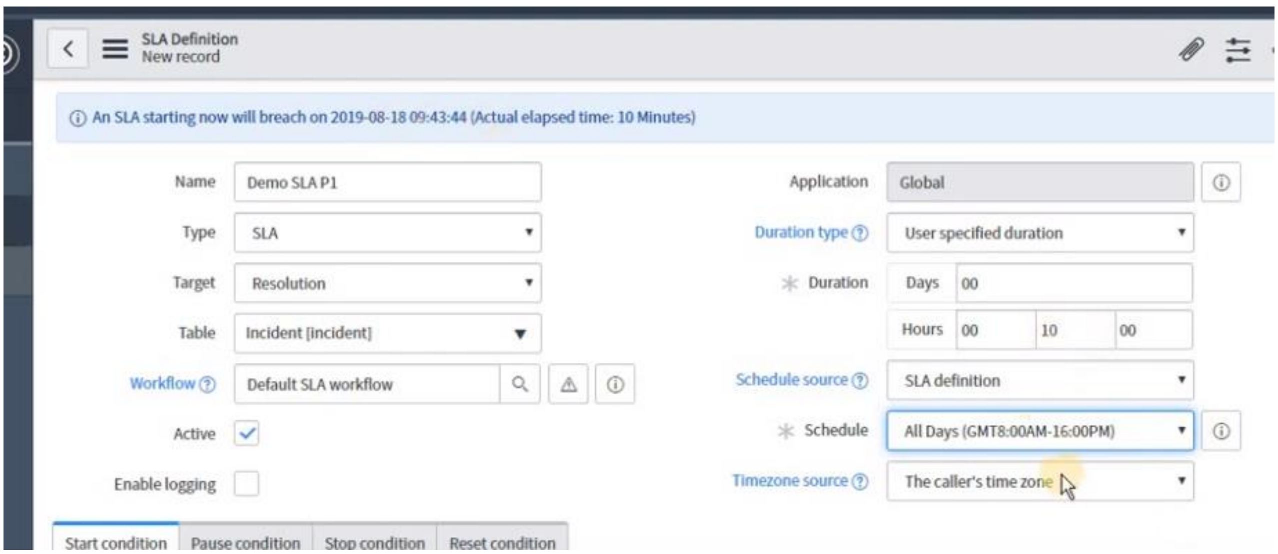
...however, when we scroll to the bottom, we don't have a timeline of how soon the incident needs a response and resolution:



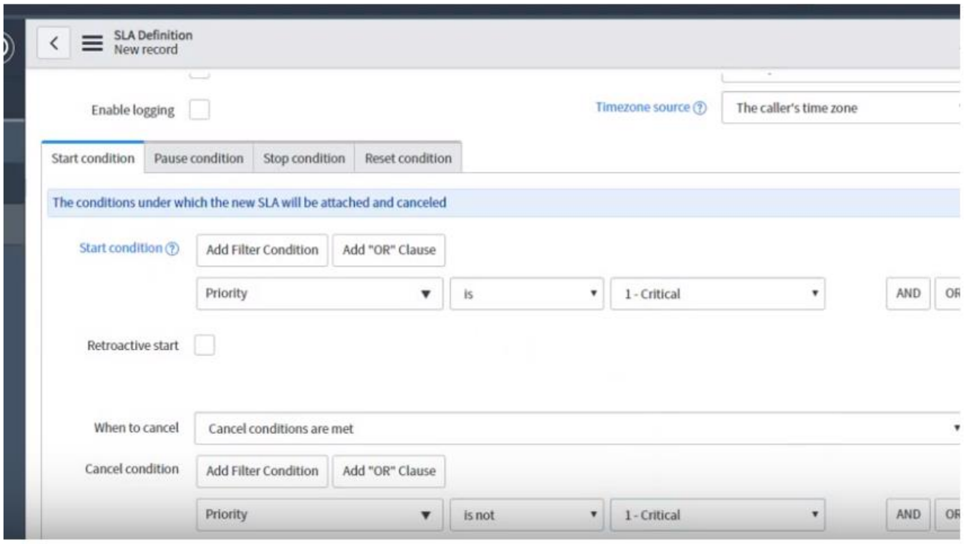
Step One: search **SLA Definitions** and create a New one:



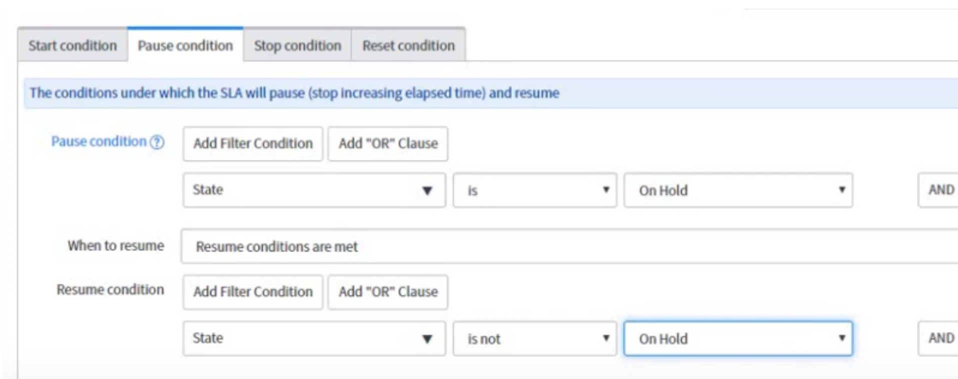
Step Two: Set the fields accordingly:



Step Three: Set the Start and Cancel Conditions:

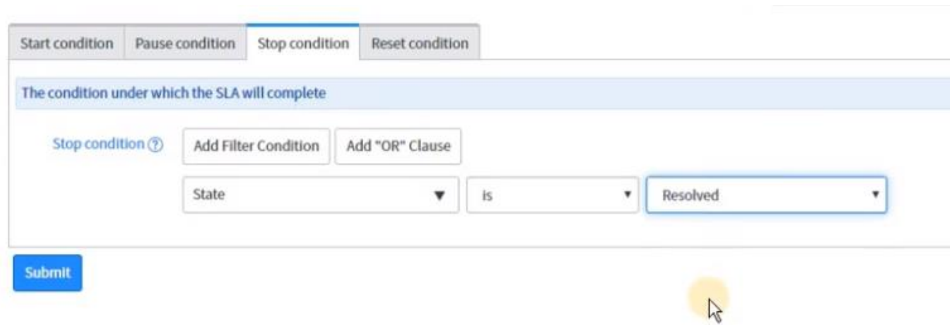


Step Four: Set the Pause Conditions:



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

<u>Step Five</u>: Set the Stop Condition:



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

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

...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**

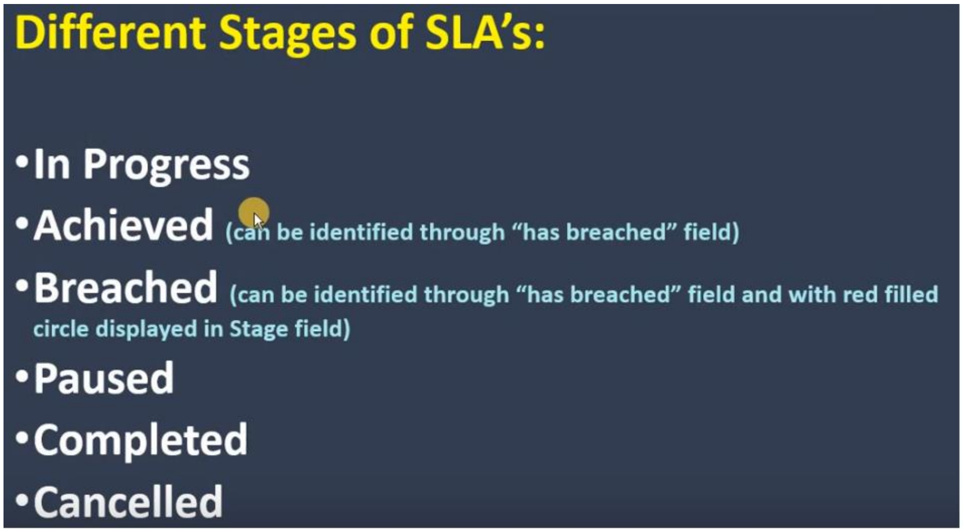
✔ Accepted Solution

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



OBJECTIVE FIVE

Schedules within SLA

+ Subscribe ···

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.