**Schedules, SLA’s, SLA Workflow and SLA Notifications**

Practice this only in Service-Now Demo instance

The wikis for Service Level Agreements (SLA) are available at

<http://wiki.servicenow.com/index.php?title=Service_Level_Agreements>

**Pre-requisite:**

* Create New Schedules (if not present as below) and MAP them to the corresponding SLA’s

**Assignment:**

* Configure below SLA’s and respective Notification on “incident” table.
* Create a SLA Workflow for triggering the notifications as per below requirement
* Test the outcomes through Emails / Email Logs

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| **Type** | **Duration** | **Start condition** | **Stop condition** | **Pause condition** | **Schedule** | **Business Hours** |
| SLA | 60 mins | Priority = 3 | Incident State = Resolved or Closed | Incident State = Awaiting user Info | 24/5 Support | 8am \* 5pm |
| SLA | 30 mins | Priority = 2 | Incident State = Resolved or Closed | Incident State = Awaiting user Info | 24/5 Support | 8am \* 5pm |
| SLA | 10 mins | Priority = 1 | Incident State = Resolved or Closed | Incident State = Awaiting user Info | 24/7 Support | 24 hrs |
| SLA | 20 mins | Priority = 3 and Incident State = New | Ticket is Assigned to an Individual | Incident State = Awaiting user Info | 24/5 Support | 8am \* 5pm |
| SLA | 15 mins | Priority = 2 and Incident State = New | Ticket is Assigned to an Individual | Incident State = Awaiting user Info | 24/5 Support | 8am \* 5pm |
| SLA | 5 mins | Priority = 1 and Incident State = New | Ticket is Assigned to an Individual | Incident State = Awaiting user Info | 24/7 Support | 24 hrs |

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| **Type** | **Duration** | **Email Communication 1** | **Email Communication 2** | **Email Communication 3** |
| SLA | 60 mins | Upon 75% SLA passed if no resolution achieved, trigger an email to the Incident Owner | Upon 100% SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager and Watch List | NA |
| SLA | 30 mins | Upon 50% SLA passed if no resolution achieved, trigger an email to the Incident Owner | Upon 75% SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager and ITIL Grp1 | Upon 100% SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager and ITIL Grp1 |
| SLA | 10 mins | Upon 50% [i.e. 2hours] SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager | Upon 75% [i.e. 3hours] SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager | Upon 100% [i.e. 4hours] SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager |