

Configuring

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Setting up service policies

Service policies define checkpoints and a deadline for jobs. Checkpoints help you see if jobs are on schedule to meet the performance commitments in a service level agreement (SLA); the SLA deadline represents the ultimate goal of the SLA.

RICOH ProcessDirector provides sample service policies that you can use. You can also create your own service policies.

To set up service policies:

1. Create one or more service policies.
2. If a service policy specifies that RICOH ProcessDirector is to adjust job checkpoints for no-service periods, create one or more no-service periods.
3. Associate each service policy with one or more workflows.

In this section:

[Using supplied service policies](#)

RICOH ProcessDirector provides these predefined service policies: **3-day cutoff** and **24 hour**. You can change the properties of the supplied service policies and use them in your installation. Or, you can delete them if they are not useful.

[Creating service policies](#)

You can create service policies to define job checkpoints. Job checkpoints let you track the progress of jobs as they flow through the system to see if the jobs are on schedule to meet the performance commitments in a service level agreement (SLA). Service policies are not used when tracking to a schedule based on estimated durations or to a deadline set by a **SetDeadline** step or the **Change Deadline** action.

[Copying service policies](#)

You can copy a service policy so you can use it as a template for creating another service policy. Copying service policies can save you time, especially if you need to create several service policies with similar properties.

[Associating service policies with workflows](#)

You can associate a service policy with one or more workflows. The service policy calculates the planned checkpoints and the SLA deadline for all jobs that use the workflow. Each workflow can have one associated service policy. To measure the performance of jobs using an SLA deadline, you must also identify an SLA target step for the workflow.

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