Instructions

The purpose of this document is to ensure that any reader or user of this template will have clarity in how to populate it, and with what details. The following pages provide the recommended body of the template.

This standard template has been developed by members of the SLM SIG Working Party and includes significant input from itSMF members, contributing at various SLM SIG events The contributing members span a wide range of industries, both public and private sector, and include users, vendors, consultants and managed service providers.

In using this template you need to recognise that one size does not fit all and that you will certainly need to adapt the template to your own organisation.

1. Save this template under a new name before initial population.
2. Review & complete all relevant sections in this template.
3. Remove all sections that are not relevant.
4. Replace or remove all coloured text from the final draft of this document.
    a. Replace all text in **red** with appropriate text (required text in final document).
    b. Remove all text in **blue** (instructions and guidance for population).
5. Adjust template text as required to reflect unique requirements.
6. Change document Header and Footer to represent your own company standards.
7. Spell check document.
8. Convert all text to Black.
9. Add cover page according to your own company standards indicating what the document is, e.g. Policy, OLA, SLA, etc
10. Update Table of Contents.
11. Remove this page before final publication.

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Service Level Management Policy

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Contents

1   <u>Introduction</u>

The IT Service Provider will deliver IT services in accordance with the following mission statement:

"Insert mission statement here"

1.1   <u>Aims & Objectives</u>

The aims and objectives of this policy are designed to conform to the goals of defining, agreeing, recording and managing levels of service

Service Level Management (SLM) is a key IT service provider process. It ensures that customer objectives are translated into service-level objectives that can be attained and measured by the providers of information technology, in order to maintain and improve IT service quality. This objective is achieved through a constant cycle of agreeing, monitoring and reporting on IT Service achievements, and instigating actions to eradicate poor service, in line with business or cost justification.

The formal vehicle for Service Level Management is a written agreement between the Service Provider and the Customer, defining the key service targets and responsibilities of each party. This written agreement is called the Service Level Agreement (SLA). It has supporting components of Operational Level Agreements (OLA) with internal support groups and underpinning contracts (UC) with external vendors

1.2   <u>Policy Statement</u>

The IT service provider and the business partner will agree on what constitutes a service, when that service is available for use and how it should be measured. These requirements should be reflected in a Service Level Agreement. Every service will have a Service Level Agreement (SLA).

1.3   <u>Responsibilities</u>

The aim of the IT service provider is to deliver services of a consistently high quality. In order to achieve this, it is the policy of the IT service provider to apply the following principles to all services provided:

- All available services will be documented in the form of a Service Catalogue and each service listed will have relevant Service Level Agreements (SLA)

- Each SLA will contain, as a minimum, the following details:
    – Customer and supplier responsibilities
    – RACI
    – Service scope
    – Service metrics / measures / targets / thresholds
    – Service hours, support hours
    – Service volume metrics / limitations / restrictions

- A named Service Owner (from the Business)
- A named Service Level Manager (from the IT service provider)

- The Service Desk will act as a single point for all IT related issues with service. Service faults not logged with the Service Desk will render the associated SLA null and void for the particular fault in question.

- All SLAs will be accessible to customers either through a hard copy or an Intranet based Service Catalogue.

- The applicable business Service Owner will be accountable for ensuring that the service levels agreed meet the business need within budget

- A Service Level Manager will be appointed to be accountable for ensuring that the level of service described in the SLA is measurable and achievable within budget

- Each SLA will have applicable supporting OLA(s) and, where appropriate, supporting third party contracts (UCs)

- Details of all service providers will be available to the Service Desk who will allocate resources as required.

- The IT service provider will develop, maintain and publish agreed performance reporting against SLA targets. This reporting will not include service faults that were not logged with the Service Desk.

- The IT service provider will instigate and maintain regular performance reviews with key business stakeholders.

- Each SLA will be authorised by the Service Level Manager and applicable business Service Owner before being added to the Service Catalogue as an available service

- The IT service provider will develop, maintain and publish an escalation procedure to be followed when the response to a service issue does not meet business requirements.

- The Service Catalogue and SLAs will be reviewed at least once each calendar year by the Service Level Manager and appropriate business stakeholder(s)

- All required changes to existing services will be requested in line with the IT service provider's request for change process.