

# Service Level Management Details

HPE Service Manager uses the Service Level Management module to enable the Service Level Management process. The main function of Service Level Management is to improve the quality of services that you provide to customers. Service Level Managers, Supplier Managers and customers work together to ensure the various agreements are correctly documented and monitored.

This section describes selected Service Level Management details in the out-of-box Service Manager system.

- An SLA is:

A service-level agreement (SLA) is an agreement between two or more parties, where one is the customer (business) and the others are service providers. This can be a legally binding formal or an informal "contract".

Service level agreements are also defined at different levels:

- Customer-based SLA:

An agreement with an individual customer group, covering all the services they use.

- Service-based SLA:

An agreement for all customers using the services being delivered by the service provider.

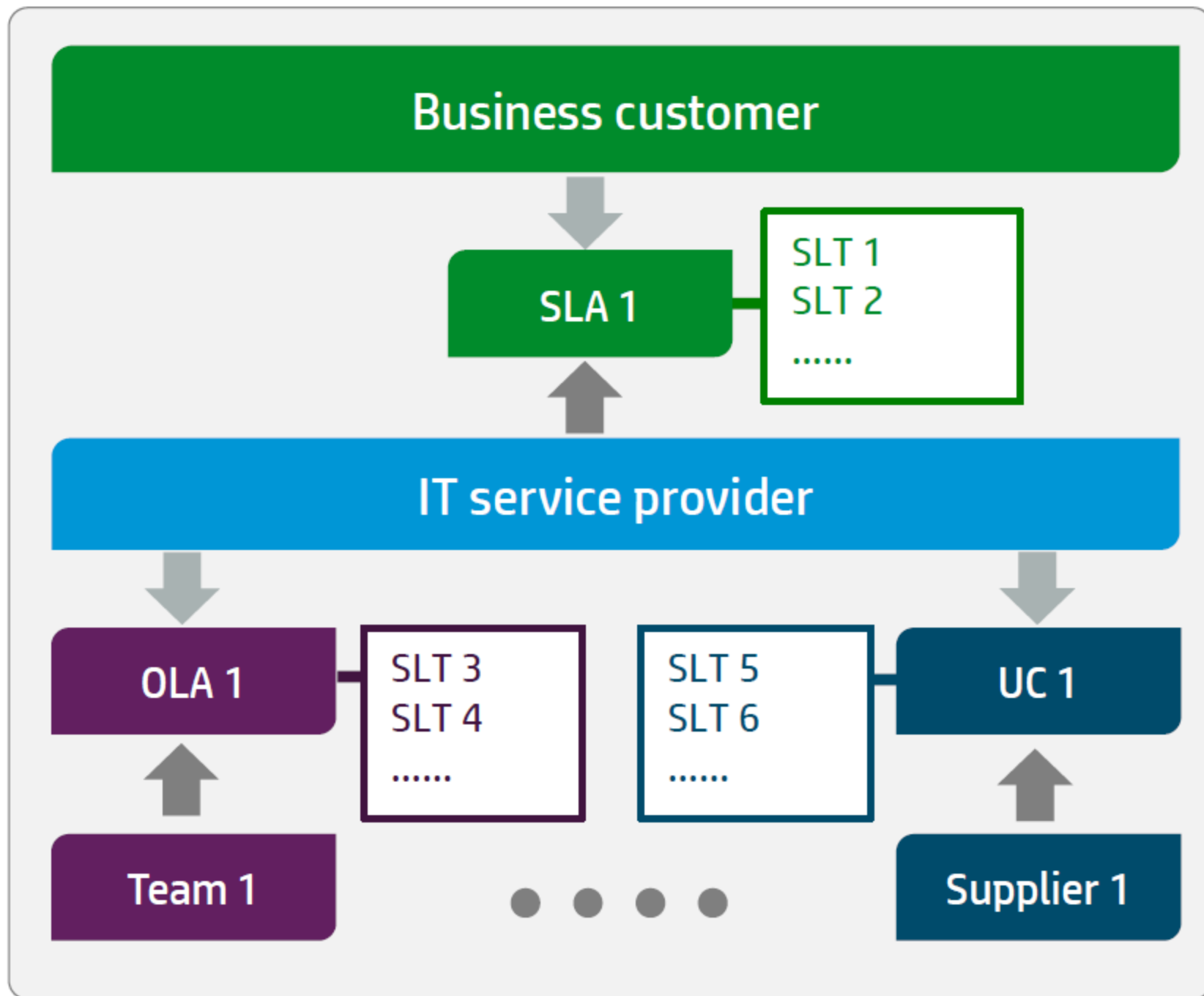
- An OLA is:

An operational-level agreement (OLA) defines the interdependent relationships among the internal support groups of an IT organization working to support a service-level agreement (SLA). The agreement describes the responsibilities of each internal support group toward other support groups, including the process and timeframe for delivery of their services. The objective of the OLA is to present a clear, concise and measurable description of the service provider's internal support relationships.

- A UC is:

An Underpinning Contract (UC) is a legally binding contract between IT service provider and supplier or third party to deliver agreed level of service quality or goods at specified time.

The relation between these three elements is defined in the graphic below.



Topics in this section include:

[The Workflow for Agreements, Underpinning Contracts](#)

[Creating a new SLA, OLA or UC](#)

[The Draft phase](#)

[The Review phase](#)

[The Agreed phase](#)

[The Expired phase](#)

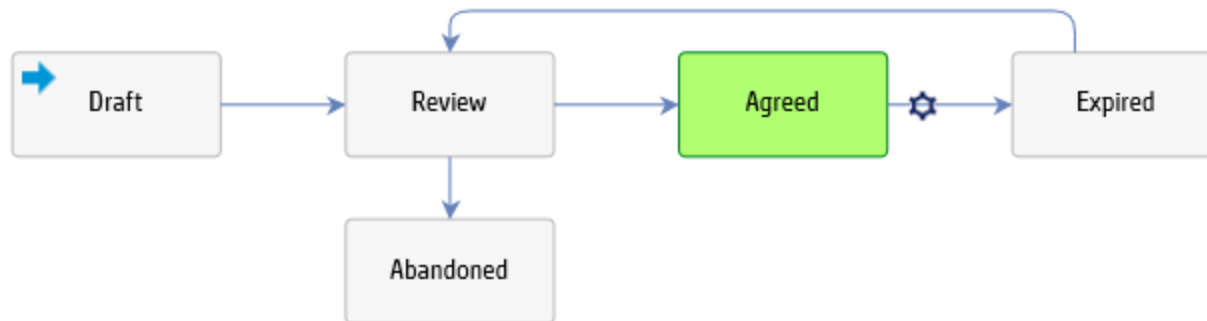
[Service Reviews and usages of SIPs/SQPs](#)

[Service Level Management form details](#)

## **The Workflow for Agreements, Underpinning Contracts**

The full Service Level Management module was moved towards Process Designer. As part of this step, the following workflow was introduced to support the several activities in the Service Level Management process.

## Service Level Management



Phase	Description
Draft	Initialize a new SLR, OLA or UC in draft phase to document all required details
Review	Review with the various stakeholders the documented details prior activating the SLA, OLA or UC
Agreed	The SLA, OLA and UC are agreed and active.
Expired	The SLA, OLA and UC are expired and inactive.
Abandoned	The SLA, OLA and UC have been abandoned.

The different activities in the workflow phases are summarized as follow.

