

Input and output for Service Level Management

A number of sources are relevant for the Service Level Management process.

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Input	Output
Business information: from the organization's business strategy, plans, and financial plans and information on their current and future requirements	Service reports: providing details of the service levels achieved in relation to the targets contained within SLAs. These reports should contain details of all aspects of the service and its delivery, including current and historical performance, breaches and weaknesses, major events, changes planned, current and predicted workloads, customer feedback, and improvement plans and activities
Business Impact Analysis: providing information on the impact, priority, risk and number of users associated with each service	Service Improvement Plan (SIP): an overall program or plan of prioritized improvement actions, encompassing all services and all processes, together with associated impacts and risks
Business requirements: details of any agreed, new or changed business requirements	The Service Quality Plan (SQP): documenting and planning the overall improvement of service quality
The strategies, policies and constraints from Service Strategy	Service Level Agreements (SLAs): a set of targets and responsibilities should be documented and agreed within an SLA for each operational service
The Service Portfolio and Service Catalog	Service Level Requirements (SLRs): a set of targets and responsibilities should be documented and agreed within an SLR for each proposed new or changed service.
Change information: from the Change Management process with a forward schedule of changes and a need to assess all changes for their impact on all services	Operational Level Agreements (OLAs): a set of targets and responsibilities should be documented and agreed within an OLA for each internal support team
CMS: containing information on the relationships between the business services, the supporting services and the technology	Reports on OLAs and underpinning contracts
Customer and user feedback, complaints and compliments	Service review meeting minutes and actions: all meetings should be scheduled on a regular basis, with planned agendas and their discussions and actions recorded and progressed

Input	Output
<p>Information and input from any of the other processes (for example, Incident Management, Capacity Management, and Availability Management), together with the existing SLAs, SLRs, and OLAs and past service reports on the quality of service delivered.</p>	<p>SLA review and service scope review meeting minutes: summarizing agreed actions and revisions to SLAs and service scope</p> <p>Revised contracts: changes to SLAs or new SLRs may require existing underpinning contracts to be changed, or new contracts to be negotiated and agreed.</p>