# Service Level Agreement Process

Service Level Management

**Purpose**

The purpose of this document is to describe how an SLA is created, implemented, and reported on.

**Related Policy**

* [IT Service Management Policy](https://sharepoint.jackson.com/sites/integrity/_layouts/15/WopiFrame.aspx?sourcedoc=%7be34fe42a-654a-469a-9d38-6612f00486dc%7d&action=view)

**Audience**

The following groups are responsible for adhering to this document:

* All JTS associates
* All SIG associates
* Business Groups

**Procedure**

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| Step | Responsible | Action |
| 1 | SLM Delivery | SLM Delivery will receive a request from a Business Group to request that an SLA be created.  SLM Delivery will send the Business Group with a Business User Request Form to complete. This will include a description of the service, the impact if the service is unavailable, the service metrics required, contact information, and more. |
| 2 | Business Group | The Business Group will return the completed request form to Service Delivery. |
| 3 | Service Delivery | Service Delivery will review the information, work with the Business Group if necessary, and then create a SIG Request Form.  An incident request will be created for the appropriate SIG team to fill out the form. |
| 4 | SIG | SIG will return the completed form to Service Delivery. |
| 5 | Service Delivery | Service Delivery will review the form and then create a JTS form.  An incident request will be created for the appropriate JTS team to fill out the form. |
| 6 | JTS | JTS will return the completed form to Service Delivery. |
| 7 | Service Delivery | Service Delivery will create a Metric Data Definition based on the information from all three forms.  The Metric Data Definition sheet will be sent to the SLM Director to review.  The SLM Director will work with SLM, SIG, and JTS management to have the form approved.  Once the Metric Data Definition form is approved by all teams, Service Delivery will create an incident request ticket for JTS to implement the service into the appropriate monitoring tool |
| 8 | JTS | JTS will add the new service to the appropriate monitoring tool. |
| 9 | Service Delivery | Service Delivery will implement the new service into the SLA system.  The service will be monitored for a baseline of 9 months to ensure that it is running as expected. Service Delivery will work with the Business Group in the event of any reoccurring issues. |
| 10 |  | A Daily SLA report will be run Monday through Friday, in which all existing SLAs will be reviewed to identify Missed or Breached SLAs.  Service Delivery will create an incident request ticket to themselves to investigate any Missed or Breached SLAs.  Service Delivery will add any relative information from research to the work log of the incident request ticket.  The ticket will be assigned to SIG or JTS to either verify the research information is correct, or to provide information on what caused the Missed or Breached SLA. |
| 11 | SIG / JTS | SIG or JTS will verify the information provided in the incident request ticket, or supply information as to what caused the outage. |
| 12 |  | Service Delivery will use the information provided to add a comment to the SLA report and apply a black out time frame if necessary. |
|  |  | The Daily SLA Report will be published Monday through Friday on Sharepoint.  The Monthly SLA Report will be created on the first business day of the following month. Service Delivery will review the report once more to ensure comments and blackouts are appropriate.  The Monthly SLA Report will then be emailed to the Management, SIG, and JTS teams to review.  Service Delivery should be notified if any corrections are needed.  The Monthly SLA Report will be published on Sharepoint on the seventh business day of the following month.  In the event that a service has a breached SLA for the month, a Problem ticket will be created. All Incident tickets related to the outages will be related to the Problem ticket. |

**Modification**

The following associates can make modifications to this document:

* Manager, Service Level Management
* Director, IT Service Management
* Vice President, Service Delivery
* Chief Technology Officer, PGDS

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| Service Level Management Process | |
| Responsible Party: Anna Carter, Manager, Service Level Management Approving Authority: Abdul Golden, Director, IT Service Management | Date Created:  Last Modified:  Last Reviewed: |