# SLM Procedure for applications Business has signed off requiring SLA

Service Level Management

**Purpose**

How to identify and document applications where Business has signed off requiring SLA.

**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:

* Service Level Management

**Procedure**

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| Step | Action |
| 1 | Create MDD   * Even though this is not going to have an SLA it is important to gather the related information so SLM can verify an SLA is not required. * This information will provide information to Service Delivery leadership and serve a purpose if an SLA is later requested. |
| 2 | Update SLM   * To track this, it must be listed in the Service Level Matrix spreadsheet. |
| 3 | Update SLA agreement with Business   * It must be tracked in the SLA agreement that business signs off as evidence that business has opted out of having an SLA. |
| 4 | Have Business review MDD   * This will allow them to have a final review of the data to ensure the application does not require an SLA. |
| 5 | Have Business provide in writing their request to opt out of the SLA requirement.   * This will fulfill the requirement should Audit request the waiver. |
| 6 | Update the published MDD, SLM, and agreement.   * As indicated above |

**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: 01/30/2018 Last Modified:  Last Reviewed: |