ICTSAS512 Review and manage delivery

ICTSAS511 Prioritise Change Requests

* Review Fresh desk ticket #155 on weekly service maintenance re: Ramins request and send a reply if you haven’t already.
* Review your Service Level Agreement (SLA) and prepare a list of changes that need to be made because of any unforeseen circumstances and events.
* Use comments in word on your draft SLA document to identify areas that you need to change – Milestones, Policies etc.
* Write a cover letter to send with your reviewed SLA document to request the changes to be made and for what reason it needs to be changed via Email to your main key stakeholders (James White) for review and **authorisation**.
* Once authorised, update your SLA document and resubmit for final approval.
* The following is a list that I will be assessing you on for this unit, please consider all of the following points and use comments to clarify your change requests.

1. **Review service standards**

1.1 Review service level agreements (SLAs)

1.2 Identify actual faults and Repair performance and compare with your SLA to ensure they meet requirements

1.3 Record areas of discrepancy

1. **Review infrastructure**

2.1 Identify internal support and maintenance options (make sure your Stakeholders are included correctly and maintenance schedules are clear in your SLA)

2.2 Undertake a review of infrastructure (Hardware, Software etc, has anything changed)

2.3 Record areas of discrepancy

**3. Determine and implement solutions**

3.1 Compare service standards and infrastructure discrepancies and identify gaps in existing service

3.2 Document discrepancies identified

3.3 Determine cost effective solutions and impact of the change

3.4 Implement solutions

1. **Organize reviews**

4.1 Determine whether guidelines are met for regular reviews with stakeholders

4.2 Undertake reviews as per agreed guidelines

4.3 Document review process and submit to the stakeholder

4.4 Ensure effective reporting procedures are in place and used