



## **Service Level Management**

In CENTRE, Service Level Agreement specifications are recorded and maintained within the Contract, Risk & SLA Management Module and are utilized to calculate performance within the IT Service Management module. The SLA hours are used as benchmarks and work performance measurements to support requests for service as indicated in a Service Record.

We log in and go to the Contract, Risk & SLA Management Module. Every contract record in CENTRE supports four distinct SLA metrics each of which have defined Response, On-Site and Repair hour values:

Hierarchically, the first SLA type is a contract-wide umbrella SLA with user definable alerts for time lapses. Should the indicated time elapse, the system will automatically send an email to the pre-configured user's email account.

Second, we have an Item-Type SLA. We can access these from the sub-menu at the top of the page. With this type of SLA, specific assets can be assigned unique SLA requirements. These can be configured for any item type that has been set up in the system.

The third type is assigned to individual Configuration Items. Here SLA requirements can be defined for specific Configuration Items, such as the third-floor copier or the projector in the conference room. The SLA values are automatically carried over to the service record whenever the item's Serial Number is inserted.

The final SLA type is a Custom SLA where SLA requirements can be created for an infinite number of specific conditions. We can assign Custom SLAs for different geographic locations, each of our internal departments or for specific offices at a customer's headquarters.

Found on every single SLA configuration screen are a few parameters that define how the clock runs for each SLA type.

**Use PPM Hours for SLA:**

This parameter indicates whether or not to use the Principle Period of Maintenance (PPM) hours for the SLA calculation.

**PPM Hours Start and PPM Hours End:**

These parameters indicate the starting and ending hours of PPM hours, as per the contract. They are indicated in a 24-hour clock format.

Additionally we have the ability to define whether to include special days in the Service Level Agreement (SLA) calculation. Choices exist for Saturday, Sunday, and configured Holidays.

These SLA values are imposed hierarchically in order of granularity. In other words, if a specific Configuration Item does not have its own SLA, then the Item-Type SLA is applied. If unassigned, then the overall Contract SLA is applied. However, all of this can be overridden should the Service Record be manually assigned a Custom SLA.

If we click on the IT Service Management module we can view the SLAs for a particular Service Record.

Target SLAs are calculated from the contract, configuration item or item type SLA records as previously described. The target SLA can then be overridden by selecting an SLA code or by editing the field. A (0) value in a SLA field means there is no SLA specified or needed. We can also click and apply a Custom SLA by selecting it from the list of records we have already configured.

To the right we can see our performance with regards to the assigned SLA values. The calculation occurs as follows:

- The calculated Response SLA is the time elapsed from the moment the record was Opened to the moment the customer was Contacted.
- The calculated On-Site SLA is the time elapsed from the moment the record was Opened to the moment the representative appeared On-Site.
- The calculated Repair SLA is the time elapsed from the moment the record was Opened to the moment the record was Resolved.

The calculated SLAs are automatically populated based on the date/times entered also taking into consideration the specifications for PPM hours, time zone, and non-standard day inclusion.

Should an SLA be missed the Service Record will display it next to the target SLA hours for each metric. A Missed SLA Explanation is required by CENTRE for each SLA missed. The user has to enter a coded explanation in order to close the Service Record. To view the explanations that have been entered into a Service Record, we click on the Missed SLA Explanations link while in the View Service Record screen.

The data available in the View Missed SLA Explanations screen includes the SLA Type, SLA Reason, the free text data entry of an explanation description/comment, the user that entered it, and the date and time it was entered. The list of reasons is easily configured by the CENTRE system administrator.

Clicking on the link with the Service Record in edit mode would allow us to enter a new explanation in order to satisfy the requirement and successfully close the record.

While in the Service Record we can open SLA Exceptions during which the SLA clock is paused. SLA exceptions are used to document lapses in time for which the SLA does not apply, so that CENTRE can correctly calculate and report the SLA as met or not met. An SLA Exception can be created manually or automatically by the system itself.

An SLA exception will automatically open once the service call Status field changes from “Open” to any of the following:

- Project
- Re-imaging
- Future
- Monitoring
- Deferred
- In Training

The relevant SLA exception will automatically close once the service call Status changes back to “Open,” or to “Closed,” or to “Cancelled.”

A user can open/modify an SLA exception throughout the life of a call and after the call is closed. Multiple SLA Exceptions can be created as long as the Time intervals are not overlapping. The Exception Interval should be within the Date/Time interval of the measured SLA. Any Exception with an Opened or Closed Date/Time outside the SLA Date/Time will not be taken into consideration.

All changes to the Service Record and its corresponding SLA values are applied and re-calculated upon saving the record.

This concludes the Service Level Management demo.