

# Service Level Management

## Mandatory Criteria

### 1. Does the tool support the management of Service Level Agreements?

Comments: Yes. SLA's are supported and managed via the Contract record, Service Catalog, Item Type, SLA Location Code, and CI (Configuration Item).

#### Contract Record SLA (default)

The screenshot displays the 'VIEW CONTRACT' interface. The top navigation bar includes 'New', 'Search', 'CI Management', 'Assign TAMs', 'Location SLA', 'Item Type SLA', 'Sites', 'Risk Management', and 'Help'. The main content area is titled 'VIEW CONTRACT' and contains various fields for contract details. A red asterisk indicates mandatory editing fields. Key fields include Contract Number (8068-000), PPM Rate (15), OPMM Rate (15), Sunday Rate, Minimum, Billable (NO), Travel (NO), Taxable (NO), Non-Revenue (NO), QA (YES), and Contract Status (Active). SLA-related fields include PPM Hours (11), Days of Service (M-F), PPM Hours Start (07:00), and PPM Hours End (18:00). A table of SLA metrics is shown, with values for Response SLA Hrs (4), On-Site SLA Hrs (0), and Repair SLA Hrs (32). Below the main view, two 'EDIT' screens are shown: 'EDIT CONTRACT LOCATION SLA' and 'EDIT CONFIGURATION ITEM TYPE SLA'. Both edit screens have their own mandatory field indicators and allow for editing SLA hours and other parameters.

#### Contract CI Management

The screenshot displays the 'VIEW CONFIGURATION ITEM' interface. The top navigation bar includes 'New', 'Search', 'CI Management', 'Assign TAMs', 'Location SLA', 'Item Type SLA', 'Sites', 'Risk Management', and 'Help'. The main content area is titled 'VIEW CONFIGURATION ITEM' and contains various fields for configuration item details. Key fields include Contract Number (8068-000), POC (C), Alt POC (T), Serial # (WS0013002202), Old Serial # (D015CPD1K014), Item Type (Server), Subcomponent (Whole Unit), Model (6000), Description (Server Whole Unit), Manufacturer (COMPAQ), Quantity (1), CLIN (ECF SMALL), Asset Tag, Urgency (1), Impact (1), and Priority. SLA-related fields include Response SLA Hours (4), On-Site SLA Hours (0), and Repair SLA Hours (0). The interface also shows warranty and agency information.

### 2. Does the tool support the management and monitoring of Operational Level Agreements and supplier performance metrics?

Comments: Yes. OLA's may be monitored, tracked, and reported on by using the ad-hoc reporting system to interrogate the contract CI's 'Up-time' and 'Availability Percentage' values, or, reports may be created to identify missed OLA's in response, on-site, and, resolution areas.

# Service Level Management

## CI uptime and availability screen...

Item Relationships | View CI Log | Duplicate Record | Edit CI RFC | Help

### VIEW CONFIGURATION ITEM

Contract #: 5263-000 POC Phone: 703-555-1212 Ext: Customer DO #: 1234  
 POC: Lee Leiber Alt POC Phone: Maintenance DO #: 01 13 2007  
 Alt POC: Price: Maintenance DO #: 1234  
 Serial #: 505765 Serial # Log, Serial # Summary Price Type: Maintenance DO Date:  
 Old Serial #: Warranty Start: 02 13 2007 DO Due Date:  
 Item Type: Server Warranty End: 02 12 2010 Ship Date: 02 10 2007  
 Subcomponent: Whole Unit Agency: IRS Install Date: 02 13 2007  
 Model: SE7501CW2 Site/Location: 5000 Elin Road Training Date:  
 Description: ITG\_CENTRAL Address2: Billable:  
 Manufacturer: INTEL City: Lanham Not Active:  
 Quantity: 1 State: MD Zip: Last Mod: 7/15/2008  
 CLIN: 1234 Lifecycle Status: Installed Last Mod By: Hadjikyriakou, George  
 Asset Tag: ABC1234 Response SLA Hours: 4 External Data:  
 Urgency: 5 On-Site SLA Hours: 4 Use PPM Hours for SLA:  
 Impact: 5 Repair SLA Hours: 24 Include Saturday in SLA:  
 Priority: 5 Sales Order #: Include Sunday in SLA:  
 Invoice Number: SKU #: Include Holiday in SLA:  
 Check Invoice: No Service Coverage Start Date: 02 13 2007  
 Service Coverage End Date: 02 12 2012  
 OEM Warranty Start Date: 02 13 2007  
 OEM Warranty End Date: 02 12 2010  
 Comments: Used mainly to provide public use folders to employees for data back-up and to provide a location in which to place public and frequently used utilities.  
 Configuration: Hostname: ITG\_CENTRAL  
 IP Address: 194.168.4.111  
 Domain Name: itg.itg.com  
 Role: Primary Domain Controller  
 Annual Up time: 4032 (hours)  
 Availability: 99.7 %  
 Change Requests: 0

Back Edit

## Ad-hoc report (example of Incidents with missed response OLA's) for Jan 2008

Incident SLA/OLA Response Missed Report Jan 2008

IncidentID	ResponseSLAHours	ORResponseSLAHours	ContractID
119633	19.02	4	532
119749	4.94	2	532
119839	4.35	2	532
119863	32.99	2	532
120000	23.52	4	532
120077	14.4	2	532
120133	9.69	2	532
120134	121.97	60	532
120157	6.65	2	532
120169	3.45	2	532
120354	52.64	2	532

Supplier Performance: Supplier performance is gathered by entering the performance measurement on each incident and purchase order within CENTRE. To ensure a performance value is entered, the system will not permit the closure or completion of transactions until an entry is made. This measurement is aggregated to an overall average for the contractor or vendor. Once a contractor or vendor is rated as failing, they may longer be used for services. The manager of the contractors or vendors must manually reinstate failed accounts, thus, compelling an evaluation of the failed supplied or vendor.

## Subcontractor Record

### VIEW SUBCONTRACTOR

Subcontractor: American Systems Consultants (A) Federal ID: 60-0002003  
 Incorporated Sign On Date: 03 16 2001  
 Security Level: MBI- HUD Status: Active  
 Approved Last Evaluation Date: 04 09 2008  
 Rating: 3.814324 Recent Rating: 4 Performance Trend: ↑

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Incident Record where each rating is individually entered

**VIEW SERVICE RECORD**

Service Record #: 106545 Contract #: 8068-000 Service Record Category: Incident Catalog Service: General Maintenance & Support Status: Closed Priority: 1

Reference Incident #: Reference Request #: Reference Event #: Customer Reference #: I168639 Sub Reference #: Customer Order #: Class:

POC: M POC @: M Alt POC: Ph: Caller: SD Ph: Agency: HUD Address: 200 North High Street City: Columbus State: OH Zip: 43215-2463 Manufacturer: DELL Model: M5200 Serial #: 41S3H21 Description: Printer S/N verified New Serial #: Asset Tag #: 047224 Item Type: Printer Subcomponent: Other

Lookup Engineer: Select Engine: Operator: Select Lookup TAM: Select TAM: Seager, Terence P. Lookup SME: Select SME: Bohner, Frederick V. BDM: Reilly, Thomas A. Sub: Computing Resource Maint Sub Rating: 3 Billable: AB: Service Record Type:

Opened: 06 13 200 Contacted: 06 13 200 Dispatched: 06 13 200 Confirmed: 06 13 200 On-Site: 06 14 200 Next ETA: 06 18 200 Resolution: 06 18 200 Closed: 06 18 200 Part Orders: Shipped Date: Urgency: Impact:

Vendor Record

**EDIT VENDOR**

The mandatory editing fields are indicated with an asterisk \*

\*Vendor: AZERTY \*Phone1: 800-888-8080 Phone2: 800-888-8080 Fax: 716-662-7616 Email: Address1: 13 CENTRE DR. Address2: City: ORCHARD PARK State: NY Zip: 14127 \*POC: WILLIE X22385 \*Status: Active Vendor Documents

Approved:  Rating: 4.367 Recent Rating: 5 Performance Trend: I

Purchase Order with an individual rating for this order

**VIEW PO**

The mandatory editing fields are indicated with an asterisk \*

PO Number: 30694 Incident #: Contract #: 7320-00

\*Vendor Name: AZERTY \*Ship Via: Next Day \*Ship to: National Address: 13 CENTRE DR. \*Ship to Address1: 9000 R. Ship to Address2: Bldg. 10 City: ORCHARD PARK State: NY Zip: 14127 \*Ship to City: Bethesda \*Ship to State: MD \*Ship Attn to: Stacy C. \*Ship to Phone: 301-402 POC: WILLIE X22385 Vendor RMA #: Terms: NET 30 DAYS Account: 859241 Fax: 716-662-7616 Vendor Rating: 5

## Service Level Management

### 3. Does the tool facilitate the automation and management of service level targets in terms of automated business rules, alerts, escalations and notifications?

Comments: Yes. Service level target rules and notification is accomplished by identifying a percentage of elapsed time used in the SLA window. A monitoring alert is triggered and sent to selected parties for escalation.

#### Contract SLA monitoring alerts

The screenshot shows the 'VIEW CONTRACT' interface with the following details:

- Contract Number:** 8032-000
- PPM Rate:** 94.33
- Expires:** 10 - 14 - 2011
- Customer Name:** B
- Contract Status:** Active
- Contract Documents:** Contract Documents, Contract Cost/Budget Documents
- Monitoring Alerts:**
  - \*Response SLA Hrs: 4
  - \*On-Site SLA Hrs: 0
  - \*Repair SLA Hrs: 24

The monitoring alerts section is circled in blue, highlighting the configuration for response, on-site, and repair SLA hours.

Other custom alerts may be created using the Potential Problem Management System (PPMS). A scan (hourly, daily, weekly, or other customized period) may be established to notify a user or group of users when an SLA type has breached. The scan may be customized with infinite flexibility using the Ad-hoc reporting system.

#### PPMS Record to scan Incidents on a daily basis for SLA breaches

The screenshot shows the 'VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST' interface with the following details:

- Scan Request Name:** Missed SLA Response
- Description:** Scan Incidents for Missed SLA response times
- Scan Request Query:** Scan Incident SLA Response Missed
- Priority Level:** 2
- Problem Status:** Known Issue
- Scan Status:** Active
- Scan on Date Column:** SvcCall.DateClosed
- Scan Frequency Type:** Days
- Scan Frequency Value:** 1
- Problem Assigned To User:** Vespe, Robert R.
- Alert Notification Email Address:** robert.vespe@itgonline.com
- Select Query:** Select SvcCall.SvcCallID as [IncidentID], SvcCall.ResponseSLAHours as [ResponseSLAHours], SvcCall.ORResponseSLAHours as [ORResponseSLAHours], SvcCall.ContractID as [ContractID] from SvcCall SvcCall where SvcCall.ContractID in (Select ContractID from GroupContracts where UserGroupID=15) and (SvcCall.ResponseSLAHours > 1) AND

The 'Problem Assigned To User' field is circled in blue, indicating the user responsible for the scan.

#### Daily E-mail notice of Incident breaches to response time to Incident.

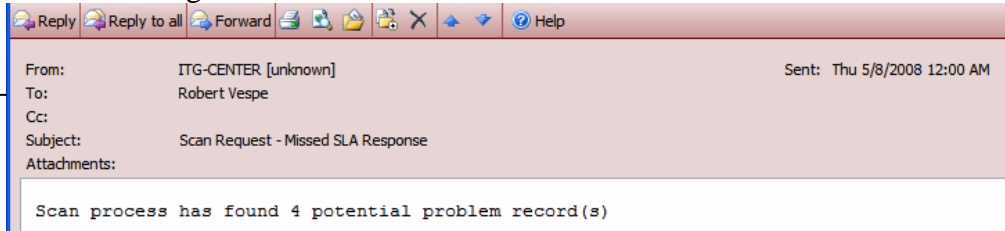
The screenshot shows an email client interface with the following details:

- From:** ITG-CENTER
- Subject:** Scan Request - Missed SLA Response

The email notification is shown in a window titled 'Robert Vespe', indicating it was received by the user responsible for the scan.

# Service Level Management

## E-Mail Message



## Daily Report of SLA Response Time Breaches

Potential Problem Records fetched for Scan Request [ Missed SLA Response ]			
DateTime Created	IncidentID	ResponseSLAHours	ORResponseSLAHours
4/30/2008 4:10:17 PM	119860	3.87	2
4/30/2008 4:10:17 PM	128096	4.15	4
4/30/2008 4:10:17 PM	128480	5.79	4

### 4. Does the tool facilitate integration with monitoring and event management tools to enable triggering of service support related actions based on established thresholds?

Comments: Yes. There are several ways to facilitate these actions:  
Using the 'Notification Events' subsystem, notifications pertaining to service levels may be triggered based upon threshold evaluation. Email notifications may be sent to users, stakeholders and any other individuals as desired.

MAIN TABLES	
<a href="#">Alerts</a>	Configure system provided alerts notifications
<a href="#">Vendors</a>	Manage vendors
<a href="#">Workflows</a>	Configure module workflows
<a href="#">Notification Events</a>	Configure automatic email notifications
<a href="#">Manufacturers</a>	Manage manufacturers
<a href="#">Other Emails</a>	Manage external email addresses

Using the PPMS system, a user may define thresholds which work in conjunction with its associated Ad-hoc scan to notify appropriate individuals or groups. The PPMS scan may search for particular incident types (disk usage alert or other event type) and notify particular individuals or groups. These individuals or groups may perform service support actions as necessary.

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### 5. Does the tool manage the scheduling of the review cycle and renewal of SLAs, OLAs and Supplier Contracts?

Comments: Yes. Review cycle schedules may be managed using the Ad-hoc reporting system or the Contract Expiry alert notification. Review cycle reports for Contract reviews (expired or nearing expiration dates) may be created via an Ad-hoc report.

#### Contract Expiry Notification

#### Ad-hoc Report of Subcontractor Evaluations more than One Year Old

Query Results						
SubName	Address1	City	State	Phone1	LastEvaluationDate	
A C SYSTECH, Inc.	PO BOX 131	Charlemont	MA	954-752-6603	3/3/2005	
Z Castillo Compu-Tech, Inc.	6020 Mcpherson Road	Laredo	TX	956-726-4224	1/12/2006	
ALT ESC-Inc.	5744 E. Shields Ave.	Fresno	CA	559-348-2490	2/14/2006	
American Laser	101 Summerset Lane	Huntsville	AL	256-858-6040	2/24/2006	
Z Chip Computers & Related Svc.	21 N. Mulberry St.	Lancaster	PA	717-393-0683	10/14/2005	
Z CHM.Computer & Hi-Tech Management	412 Investor's Place #102	Virginia Beach	VA	800-966-0794	10/5/2005	
PC Medic	110 Conewango Ave.	Warren	PA	814-728-6056	3/3/2006	
AutoTek Computer Service	5 Kane Industrial Dr.	Hudson	MA	978-568-9722	1/18/2006	
B & S Computer Services	6201 Veterans Pkwy, Suite J	Columbus	GA	706-322-0566	2/10/2006	
B&N Computer Repair	4536 Buffalo Gap Rd	Abilene	TX	325-695-8420	1/12/2006	
The Computer Bug	91 Main Street	North Adams	MA	413-662-2776	3/9/2005	
Burton Computer Service	121 English Village Dr.	Long Beach	MS	228-865-9599	5/2/2005	

#### Ad-hoc Report of Vendor Evaluations more than One Year Old

Query Results						
VendorName	Address1	City	State	Phone1	LastEvaluationDate	
9 To 5 Computer Supply Dist., Inc	1548 The Greens Way, Suite #2	Jacksonville Beach	FL	904-280-2544	6/9/2006	
ASI	48329 Freemont Blvd	FREEMONT	CA	510-226-8000	8/24/2006	

### 6. Does the tool facilitate the automation and monitoring of supplier contracts and agreements with third party suppliers?

Comment: Yes. As depicted in the previous question, an ad-hoc report can filter out expired or nearing expiration contracts and produce reports specific to user needs.



# Service Level Management

## SLA Report

SLA PERFORMANCE FOR EACH CONTRACT						
Selected Date Range: 02/01/2008 - 02/29/2008						
Contract	Repair SLA met	Response SLA met	Total Incidents	Total Incidents with Responses	% Repair SLA met	% Response SLA met
4333-000	6	6	7	7	85.71%	85.71%
4550-005	0	1	1	1	NA	100.00%
5263-000	15	14	20	16	75.00%	87.50%
7451-999	0	7	7	7	NA	100.00%
7647-222	0	5	5	5	NA	100.00%
8001-003	2	2	2	2	100.00%	100.00%
8032-000	49	49	49	49	100.00%	100.00%
8042-000	14	14	14	14	100.00%	100.00%
Contract	Repair SLA met	Response SLA met	Total Incidents	Total Incidents with Responses	% Repair SLA met	% Response SLA met
ALL	1726	1553	1906	1572	94.47%	98.79%

Reports of service breaching and service exceptions against SLA requirements can be created using the Ad-hoc reporting system.

A customized table with common explanations of SLA exceptions and SLA breaches will be used to group and make these records reportable. The entry of additional information beyond the table of explanations will permit the recording of additional details.

Query Results													
Comments	IncidentID	IncidentSLAExID	LastModificationDate	ModifiedBy	UserID	SLAExemptAuto	SLAExemptHours	SLAExemptOffDate	SLAExemptOffTime	SLAExemptOnDate	SLAExemptOnTime	SLAExemptOnDate	SLAExemptOnTime
POC is out of town.	126259	21230	4/4/2008	444		0	0			3/25/2008	18:42		
Auto	126932	21231	4/4/2008	444		1	0			4/4/2008	17:47		
Entered on: 4/4/2008 6:44:06 PM by:Almonte, Carlos R. left vm for Liem	127017	21232	4/4/2008	108		0	0			4/4/2008	18:04		
test for reason	127020	21233	5/9/2008	332		0	8.88	5/10/2008	09:07	5/9/2008	09:07		
Auto	127025	21234	6/19/2008	495		0	0.02	6/19/2008	14:01	6/19/2008	14:00		
Auto	127026	21235	6/20/2008	26		1	0.05	6/20/2008	16:41	6/20/2008	16:38		
Auto	127026	21236	6/20/2008	26		1	0.02	6/20/2008	16:51	6/20/2008	16:50		
Auto	127009	21237	6/23/2008	162		1	0.07	6/23/2008	10:07	6/23/2008	10:03		
Auto	127009	21238	6/23/2008	162		1	0			6/23/2008	10:56		
Auto	126900	21239	6/23/2008	162		0	0			6/23/2008	11:07		

## Integration Criteria

### Terminology

**1. Does the tool's use of terms and definitions align with ITIL terms and definitions?**

Comments: Yes. The tool has been certified as ITIL compliant for Incident, Change, Configuration Item, and Problem Management.

### Incident Management

**1. Does the tool support Incident Management by automating, escalation, and notification activities based on response and resolution targets?**

Comments: Yes. Incidents are under SLA management and automatically report (notify) on SLA response and resolution targets (see question 1, page 1).

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## Service Catalog Management

1. Does the tool support the management of the Service Portfolio by tracking and reporting on service attributes and levels published in the Service Catalog?

Comments: Yes. Service levels published within the Service Portfolio and Service Catalog are tracked on the incident, fulfillment, and event management records and may be reported by attribute and service level using the flexible abilities within the ad-hoc reporting system

**VIEW SERVICE RECORD**

Service Record #: Contract #: Service Record Category: Catalog Service: Status

125090 8068-000 Incident **General Maintenance & Support** Clo

Reference Incident #: Reference Request #: Reference Event #: Customer Reference #: Sub-Reference #: Custo

POC: 2056 Lookup Engineer: Select

## Change Management

1. Does the tool provide SLA access to Change Management? For example, access to Service Level Agreement details, implementation windows, change blackout periods, and availability requirements.

Comments: Yes. Service level agreement details, implementation windows, change blackout periods, and availability requirements may be documents, special instructions, or, remarks stored to the Contract record.

**VIEW CONTRACT**

*Mandatory editing fields are indicated with an asterisk \**

Contract Number: 8032-000 PPM Rate: 94.33 \*Expires: 10 / 14 / 2011 Closed Out: - - -

\*CO: \*CO Phone: Customer Name: COTR: COTR Phone: COTR Email: BDM: Reilly, Thomas A. Other Contract #: Contract Modifications: 0 TAM: John Smith/Adrian Hicks Last Modified By: Hwang, Regina Y.K. Last Modified: 1/29/2008 2:12:38 PM

PPM Rate: 94.33 OPPM Rate: 143 Sunday Rate: 0 Minimum: 2 Billable:  NO Travel:  YES Taxable:  NO Non-Revenue:  NO QA:  YES \*Contract Status: Active

\*Response SLA Hrs: 4 Email TAM @ 0 % Time Lapse - Email BDM @ 0 % \*On-Site SLA Hrs: 0 Email TAM @ 0 % Time Lapse - Email BDM @ 0 % \*Repair SLA Hrs: 24 Email TAM @ 0 % Time Lapse - Email BDM @ 0 %

Days Extended: PPM Hours: 8AM - 8PM Days of Service: MTWTF PPM Hours Start: 08 00 PPM Hours End: 20 00

[Contract Documents](#)  
[Contract Cost/Budget Documents](#)

**Invoice Address**

Address1: L3/TITAN CORPORATION Address2: 11955 FREEDOM DR. STE10000  
City: RESTON State: VA  
Zip: 20190 Attn: ES3 ACCOUNTS PAYABLE

**Special Instructions:** 03/05 Call Operator will: -ASSIGN JOHN SMITH (EVEN) AS THE TAM

**Remarks:** 5/27/03 1623pm: When equipment is not showing covered via US Courts spreadsheets, contract book, past calls and

## Service Level Management

### Configuration Management

#### 1. Does the tool facilitate the linkage of unique service levels to people records or Configuration Items?

Comments: Yes. SLA's are supported and managed to the CI level.

### CI Management

The screenshot shows a 'VIEW CONFIGURATION ITEM' form with the following fields and values:

Field	Value
Contract Number	8032-000
POC	C
Alt POC	
Serial #	WS0013002202
Old Serial #	D015CPD1K014
Item Type	Server
Subcomponent	Whole Unit
Model	6000
Description	Server Whole Unit
Manufacturer	COMPAQ
Quantity	1
CLIN	ECF SMALL
Asset Tag	
Urgency	1
Impact	1
Priority	
POC Phone	
Alt POC Phone	
Price	0
Price Type	0
Warranty Start	
Warranty End	11 - 14 - 20
Agency	US COURTS
Site/Location	NY - E - DISTR
Address2	
City	X
State	NY
Zip	
Lifecycle Status	None
Response SLA Hours	4
On-Site SLA Hours	0
Repair SLA Hours	0

## Optional Criteria

#### 1. Does the tool facilitate the production of real time performance dashboards related to service and process metrics?

Comments:

#### 2. Does the tool facilitate the verification and consistency of SLAs in their relationships to the Supplier Contracts and Operational Level Agreements? For example, ensuring that Incident response times in the OLA are not greater than what is promised in the SLA with the customer.

Comments: