SERVICE LEVEL MANAGEMENT

ITIL Lifecycle Poster – Service Design - Process Summary

NISSEN-ITSM

PURPOSE

Service level management (SLM) negotiates, agrees and documents appropriate IT service targets with the business in service level agreements (SLAs) and then monitors and produces reports on delivery against the agreed level of service.

The purpose of the SLM process is to ensure that all current and planned IT services are delivered to agreed achievable targets. This is accomplished through a constant cycle of negotiating, agreeing, monitoring, reporting on and reviewing IT service targets and achievements, and through instigation of actions to correct or improve the level of service delivered.

TRIGGERS

- Changes in the service portfolio, such as new or changed business requirements or new or changed services
- New or changed agreements, SLRs, SLAs, OLAs or contracts
- Service review meetings and actions
- Service breaches or threatened breaches
- Compliments and complaints
- Periodic activities such as reviewing, reporting and customer satisfaction surveys
- Changes in strategy or policy

KEY TERMS

INPUTS

- Business information from Business strategy, plans and financial plans, and information on its current and future requirements,
- Business Impact Analysis (BIA)
- Business requirements
- Strategies, policies and constraints from service strategy
- service portfolio and service catalogue
- Change information
- CMS
- Customer and user feedback
- Improvement opportunities from the CSI register
- Other inputs: including advice, information and input from any of the other processes (e.g. incident management, capacity management and availability management), together with the existing SLAs, SLRs and OLAs and past service reports on the quality of service delivered.

Service Level Management

- Draft / Negotiate / Agree SLAs
- Manage ongoing services
- Report / Review / Improve service levels
- Develop relationships
- Improve customer satisfaction
- Maintain framework and templates

- Service Level Requirements (SLR)
- Service Level Agreements (SLA)
- Operational Level Agreements (OLA)
- Service level reports & reviews
- Customer satisfaction
- Service improvement plan (SIP)

OUTPUTS

- Service reports
- Service improvement opportunities for inclusion in the CSI register
- Service Improvement Plan (SIP)
- Service quality plan
- Document templates: standard document templates, format and content for SLAs, SLRs and OLAs, aligned with corporate standards
- Reports on OLAs and underpinning contracts
- Service review meeting minutes and actions
- Revised requirements for underpinning contracts
- Updated change information
- Revised requirements for underpinning contracts

SERVICE LEVEL AGREEMENT (SLA) *- An agreement between an IT service provider and a customer. A service level agreement describes the IT service, documents service level targets, and specifies the responsibilities of the IT service provider and the customer. A single agreement may cover multiple IT services or multiple customers.*