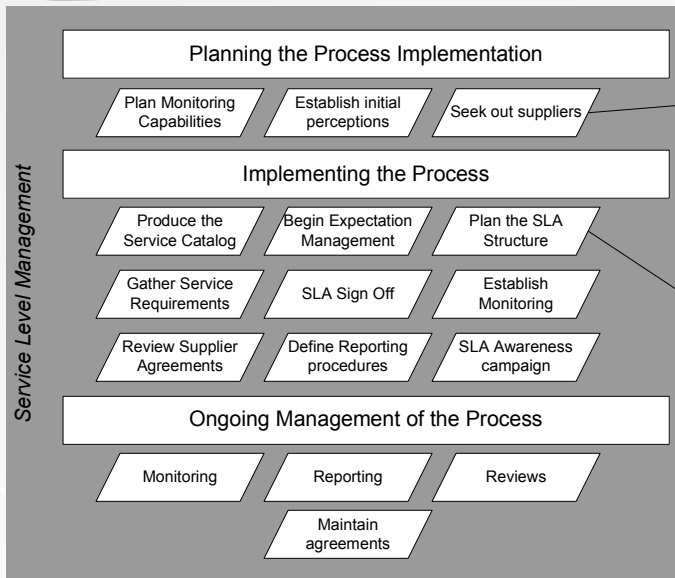


# Service Level Management Process Flow



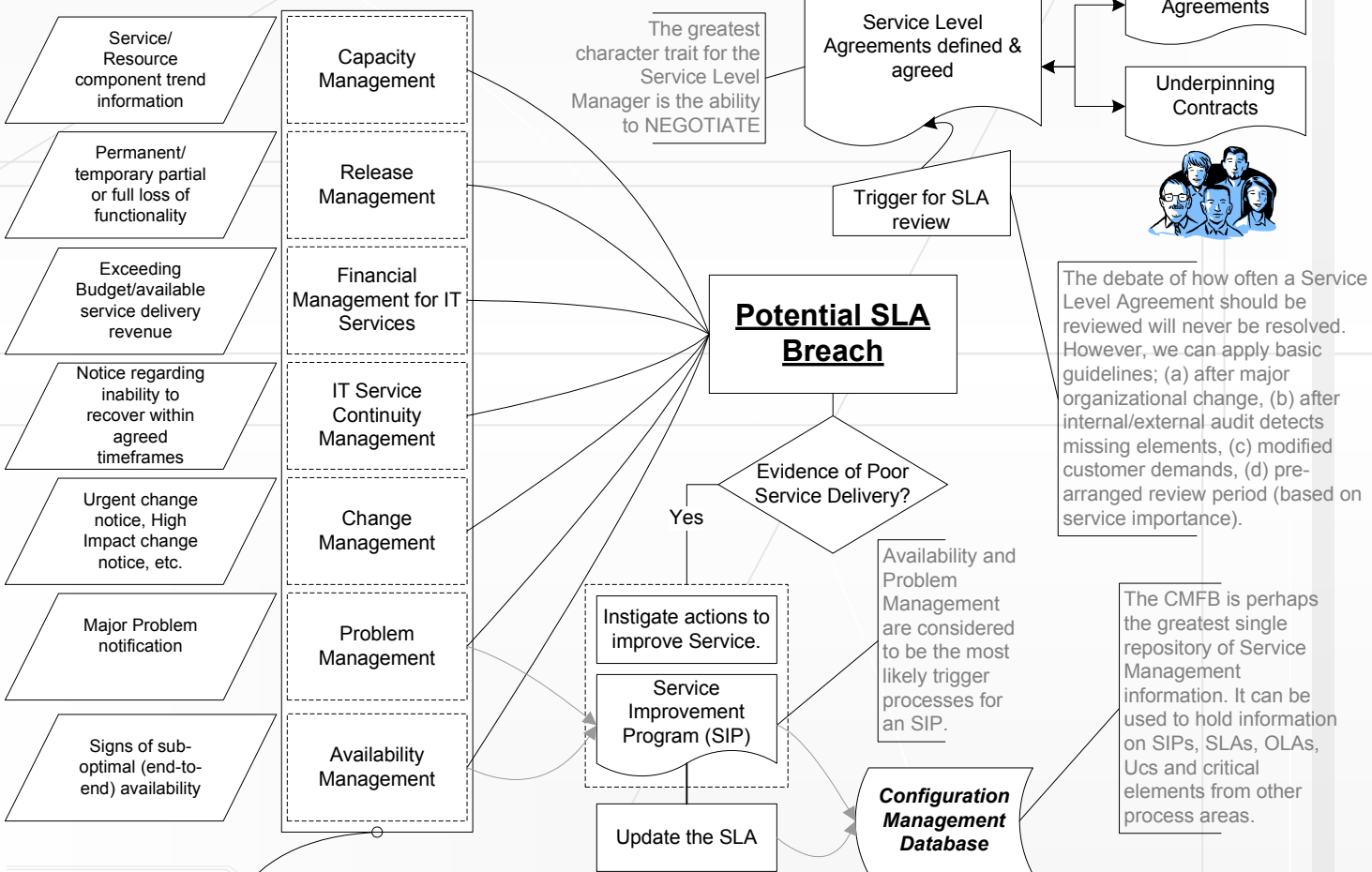
Suppliers can be internal in which instance we are looking to establish an Operational Level Agreement with them, or external where an Underpinning Contract is used to support Service Level Agreements.

**This flow chart has a specific process focus, but also indicates where other processes contribute.**

The two most commonly used structures are Service Based and Customer Based Agreements.

The principle mechanism of gathering information at this point is the "Service Level Requirements".

The greatest character trait for the Service Level Manager is the ability to **NEGOTIATE**



The debate of how often a Service Level Agreement should be reviewed will never be resolved. However, we can apply basic guidelines; (a) after major organizational change, (b) after internal/external audit detects missing elements, (c) modified customer demands, (d) pre-arranged review period (based on service importance).

Availability and Problem Management are considered to be the most likely trigger processes for an SIP.

The CMFB is perhaps the greatest single repository of Service Management information. It can be used to hold information on SIPs, SLAs, OLAs, Ucs and critical elements from other process areas.

**Service Level Achievements**

Customer reporting

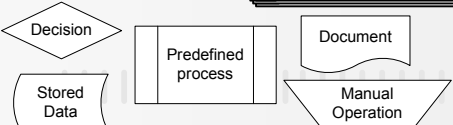
There is no end to the amount of reporting that can be filtered through the SLM process to the customer. Report information from a host of areas has to be filtered and assessed for suitability. The general rule of thumb to apply to this situation is "what benefit will the report bring to the business unit?"

**\*Customer vs. End user**  
Quite literally the customer is defined as the business owner that pays for the provision of IT Services, while the End User is the consumer group.

**NO SURPRISES!**  
This simple statement is critical for the Service Level Manager process owner. They are reliant on other process areas to ensure they are fully informed when they meet Service Customers!

**Expected performance in times of adversity!**  
Remember to negotiate different levels of service expectation during times of disaster, if you cannot deliver "normal operational service levels".

**Important note:**  
Internationally recognized flowchart symbols are used when their use is unambiguous



**This flow chart prepared by The Art of Service**  
as a representative example. Errors and Omissions Excepted