Service Level Management Process Flow Suppliers can be internal in which instance we are O P looking to establish an Planning the Process Implementation Operational Level This flow chart has a specific O P Agreement with them, or Establish initial process focus, but also Seek out suppliers Capabilities perceptions external where an indicates where other Underpinning Contract is Ф processes contribute. Implementing the Process Service Level Management used to support Service Level Agreements. Produce the Begin Expectation Plan the SLA Service Catalog Management Structure The two most commonly Gather Service **Establish** SLA Sign Off Requirements Monitoring used structures are Service Based and Customer Based Review Supplier Define Reporting SLA Awareness Agreements. Service Catalog Agreements procedures campaign Ongoing Management of the Process The principle Customer mechanism of discussions gathering information Monitoring Reporting at this point is the "Service Level agreements Requirements" Operational Level Agreements Service Level The greatest Service Agreements defined & character trait for the Resource Capacity agreed component trend Service Level Management Underpinning Manager is the ability information Contracts to NEGOTIATE Permanent/ temporary partial Release or full loss of Management Trigger for SLA functionality review Exceeding Financial The debate of how often a Service Budget/available Management for IT Level Agreement should be service delivery **Potential SLA** Services reviewed will never be resolved revenue **Breach** However, we can apply basic Notice regarding guidelines; (a) after major IT Service inability to organizational change, (b) after recover within Continuity internal/external audit detects agreed Management missing elements, (c) modified timeframes customer demands, (d) pre-Evidence of Poor arranged review period (based on Service Delivery? Urgent change Change Yes service importance). notice, High Impact change Management Availability and notice, etc Problem The CMFB is perhaps Management Instigate actions to the greatest single Major Problem are considered Problem improve Service. notification to be the most repository of Service Management Management likely trigger Service information. It can be processes for Improvement used to hold information an SIP. Program (SIP) on SIPs, SLAs, OLAs, Signs of sub-Availability optimal (end-to-Ucs and critical Management end) availability elements from other Configuration process areas Management Update the SLA Database There is no end to the amount of Customer Service Level reporting that can be filtered through reporting Achievements Customer vs. End user the SLM process to the customer. Quite literally the customer is defined as Report information from a host of areas the business owner that pays for the has to be filtered and assessed for provision of IT Services, while the End User suitability. The general rule of thumb to is the consumer group. apply to this situation is "what benefit **NO SURPRISES!** will the report bring to the business This simple statement is critical unit?' for the Service Level Manager process owner. They are reliant on other process areas to ensure they are fully Expected performance in times of adversity! informed when they meet Service Customers Remember to negotiate different levels of service expecation during times of disaster, if you cannot deliver "normal operational service levels". This flow chart prepared by Important note: Decision Document Internationally recognized Predefined The Art of Service process as a representative example. flowchart symbols are used Stored Manual when their use is unambiguous Errors and Omissions Excepted Operation ITIL is a Registered Trade Mark of the Office of Government Commerce, in the United Kingdom