PRocess description

Information Technology

Unit name goes here

Service Level Management

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# Purpose

This document is a description of the Service Level Management process, designed to give actors within the Process the knowledge and understanding required to carry out their duties in a controlled manner.

## Process Owner

The Process Owner for this process is a Business Partner.

## High Level Overview of the Process



### Goals and Objectives

The aim of Service Level Management (SLM) is to negotiate Service Level Agreements with the customers. Service Level Management is also responsible for ensuring that all Operational Level Agreements and Underpinning Contracts are appropriate, and to monitor and report on service levels

### Key Performance Indicators

|  |  |  |
| --- | --- | --- |
| KPI/Metric | KPI | Definition |
| KPI | Services covered by SLAs | Percentage of services covered by SLAs |
| KPI | Services covered by OLAs/ UCs | Percentage of Services where SLAs are backed up by corresponding OLAs/ UCs |
| KPI | Monitored SLAs | Number of monitored Services/ SLAs, where weak-spots and counter-measures are reported |
| KPI | SLAs under Review | Percentage of Services/ SLAs which are regularly reviewed. |
| KPI | Fulfilment of Service Levels | Percentage of Services/ SLAs where the agreed service levels are fulfilled |
| KPI | Number of Service Issues | Ratio of issues in the service provision, which are identified and addressed in an improvement plan, shown for each business service. |

### Interfaces

|  |  |  |
| --- | --- | --- |
| PRocess | Internal/External | Dependencies |
| Service Catalogue Management | Internal | Service Catalogue Management give SLM the Services and Service Descriptions that SLM builds SLAs with the Customer for. |
| Business Relationship Management (BRM) | Internal | BRM feeds customer satisfaction and other service based information to SLM |
| Incident/Problem/Request Fulfilment | Internal | These processes deliver performance and conformance statistics that inform the SLA reporting. |

### Roles and Responsibilities

| Role | Role Description |
| --- | --- |
| Process Owner | The Process owner is responsible for ensuring that a process is fit for purpose and the design and continual improvement of the process and its metrics. The Process Owner also provides a governance role for when a problem becomes blocked within the process. |
| Service Level Manager | The Service Level Manager is responsible for negotiating Service Level Agreements and ensuring that these are met. He makes sure that all IT Service Management processes, Operational Level Agreements and Underpinning Contracts are appropriate for the agreed service level targets. The Service Level Manager also monitors and reports on service levels. |
| IT Business Service Owner | The IT Service Owner is the person who owns a Service within the Service Catalogue. This person is responsible for the operation of the services and will be part of the SLA negotiation and sign-off as well as the design and sign-off of any OLAs and underpinning contracts. |
| Customer | This is the person who buys Services on behalf of their Business Area. They will negotiate and sign-off SLAs. |
| Business Relationship Manager | The Business Relationship Manager is responsible for maintaining a positive relationship with customers, identifying customer needs and ensuring that the service provider is able to meet these needs with an appropriate catalogue of services. Business Relationship Management and Service Level Management are performed primarily within the same functional area within University of Reading IT. |

### Checklists and Forms

|  |  |
| --- | --- |
| NAme | Link |
| SLA Template |  |

# Detailed Description

## Performance Review

The aim of this sub- process is to review the current service performance against the agreed Service Targets and communicate any remedial actions that form the Service Improvement Plan (SIP). If no remedial actions exist, the current SLA can be renegotiated.



| N | Actor | Activity Description | Process input | Process output |
| --- | --- | --- | --- | --- |
| 1 | Business Partner | The current performance of IT Services against their Service Targets are reported to the customer | Service Catalogue  Current Performance statistics | Service Reports |
| 2 | Business Partner/  Customer | The Performance is discussed along with the Customer’s perceptions of the Service |  |  |
|  |  | Does performance meet expectations? If yes, go to A. If no, continue. |  |  |
|  |  | Can the performance issues be rectified? If yes, go to 3. If no. go to 4. |  |  |
| 3 | Business Partner | The Customer is reassured by the Business Partner that the performance issues are being addressed. Appropriate detail should be given. | SIP |  |
| 4 | Business Partner/  Customer | The Service Targets for the Service should be negotiated down to a position where it is challenging but achievable. |  |  |
|  |  | Can IT and the Customer agree to the new targets? If yes, continue to A. If no, return to 4. |  |  |

## Requirements Gathering

The aim of this sub-process is to capture desired outcomes (requirements from the customer viewpoint) for new services or major service modifications. The service requirements are to be documented and submitted to an initial evaluation, so that alternatives may be sought at an early stage for requirements which are not technically or economically feasible.



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| N | Actor | Activity Description | Process input | Process output |
|  |  | Are there any new requirements? If yes, go to 2. If no, go to 1. |  |  |
| 1 | Business Partner | The Customer Portfolio must be updated. Go to B |  |  |
| 2 | Business Partner/ Customer | New outcomes and requirements are discussed with the customer and recorded. |  |  |
|  |  | Do the new requirements mean a change to a current Service(s)? If yes, go to Front Door Process, If no, continue. |  |  |
|  |  | Can the new requirements be met by a current Service? If yes go to 1. If no, go to Front Door Process |  |  |

## SLA Sign-off

The aim of this sub-process is to have all relevant contracts signed off. In particular, this process makes sure that all relevant OLAs are signed off by their Service Owners, and that the SLA is signed off by the customer.



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| N | Actor | Activity Description | Process input | Process output |
| 1 | Service Level Manager | The Service Level Requirements (SLR) of the Customer are identified and documented | SLAs  Service Catalogue | SLR’s |
| 2 | Service Level Manager | The SLAs are prepared or updated. | SLAs  Service Catalogue  SLR’s | Draft SLAs |
|  |  | Does the Customer agree to the draft SLAs? IF yes go to 3. If no, go to 4. |  |  |
| 3 | Service Level Manager | The SLA is signed by IT and the Customer. | Draft SLAs | Signed SLAs |
| 4 | Customer | The SLAs are negotiated and the process returns to 2 until the SLA has been agreed. | Draft SLAs | updated SLAs |

## SLM Process Reporting

The aim of this sub-process is to ensure that the activities carried out as part of the process are monitored and managed effectively by reporting against key performance indicators (KPI).



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| N | Actor | Activity Description | Process input | Process output |
| 1 | Process Owner | The SLM data must be analysed and KPIs produced. Time should be taken to understand the results before any reporting is done | SLM Data  KPI metrics | KPI data |
| 2 | Process Owner | The SLM report must be produced using the define template. Particular focus should be given to providing a narrative to explain the KPIs | KPI Data  Report Template | SLM Report |
| 3 | Process Owner | Issue the report within agreed timescales to process stakeholders. | SLM Report | Issued SLM Report |

# Contributors

The following people have contributed to the production of this Process Description, either through involvement in Workshops and/or reviewing the subsequent draft descriptions.

|  |  |
| --- | --- |
| NAme | Name |
| Jo Mortimer | Ryan Kennedy (Review Only) |
| Ian Bland (Review Only) | King Wong (Review Only) |
| Neil Blanchonnet (Review Only) | Mark Collett (Review Only) |

# Version control

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Reviewed | Approved by | Approval date |
| 0.1 | Workshop Group | - | - |
| 1.0 |  | John Leary | 12/08/2015 |

# Next PRocess review

The next Process Review is scheduled for [***ENTER DATE***]

# Appendix 1

## Service Improvement Plan

*Include a link to the Service Improvement Plan for this Process.*

The following link will take you to the current Service Improvement Plan:

[***ENTER LINK HERE***]

# Appendix 2

## RACI Chart

*Include the RACU Chart for the process here:*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Process Owner | Customer | Users | Service Desk | Technical Service Owner | Service Level Manager | Business Relationship Manager |
| Maintenance of Service Level Framework | A | I |  |  | C | R | I |
| Identification of Service Level Requirements | A | C | I |  | C | R | C |
| SLA Sign-off and Service Activation | A | C | I | I | C | R | I |
| Service Level Monitoring and Reporting | A |  |  |  | C | R | C |