Service Level (SL)

Definition

Service Level Agreement (SLA) (ITIL v3): [Service Design] [Continual

Service Improve] An agreement between an IT Service Provider and a Customer. SLA describes the IT service, documenting objectives, and specifies the responsibilities of the IT service provider and the customer. A single SLA can cover multiple IT services or more customers.

The intention of service level is to maintain and gradually improve the quality of services through follow-up, reporting and evaluation services, and to take action to eliminate unacceptable service levels.

Here you can set up SLAs with service levels and opening hours to calculate "Start within" or "Resolved within" for case. These can be linked to object type, object, categories and priority, etc. It can also be linked to an SL document with details about the agreement.

«Start within» is defined differently depending on how the case is registered.

- If it is received from email or user web, it measures the time from received to registered.
- If the case is manually registered by a agent, it measures the time from received to started.

In More Service

Under Servicedesk Admin Service Level, you have the option to set up Service Level Agreements (SLA): SLAs can be established based on:

- Customer group
- Priority
- Category
- Case type

In the SLA module, you have the following overview:

+ NEW						
Name	Priority	Category	Affects	Incident type	Customer	Templates
 Test-Ansatt PC 						
🔨 🧹 Test Avgang IT systemer						
🔨 🧹 Innen 1 time	Normal	Installasjon	User	Tjeneste		Glemt passord- Løst
🔨 🧹 Responstid hendelse				Hendelse		
🔨 🧹 Innen 2 timer	High	Treghet	Organization			
🔨 🧹 Ny bruker						
🔨 🧹 Innen 3 dager						Glemt passord- Løst
∧ ∨ Adobe	High, Medium		User, Department	Hendelse, Tjeneste	10184 - Austrheim Larvik	
🔨 🧹 Innen 8 timer Bestilling					Technet system	
🔨 🧹 Innen 8 timer					NTFK, Navico, Eigersund kommune, Avdeling 1,	
🔨 🧹 Innen 5 dager						

Here are all the agreements that applies to your database.

The SLA view consists of a table showing the name of the agreement (SLA), also shown in Servicedesk overview.

The table shows the criteria that must be met for each agreement.

The table consists of the columns «Name», «Priority», «Category», «Affects», «Incident Type», «Customer», and «Templates».

The SLA agreements are arranged in the order you wish them to activate. The SLA agreement that is arranged at the top of the table activates first. The sorting is done with arrows up and down to the left in the view.

+ NEW		
Name	Priority	Category
🔨 🧹 Test-Ansatt PC		
🔨 🧹 Test Avgang IT systemer		
🔨 🧹 Innen 1 time	Normal	Installasjon

An SLA is created by clicking +New to the left and above the columns.

Place the cursor in the box where it says "Enter SLA name" for the SLA agreement.

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Criteria					
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eadlines					
rk time From 08:00 From Monday	~				
To 16:00 To Friday	~				
All day	_	_		_	
Response Time Work time O Calendar time	 Solution time Work time Calendar time 	C Respo	nse Time (outside working hours)	Solution time (outside working hours)	
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Under Object you will find all the objects in the Service Map (CMDB). Select object type first, then the objects will appear under the object type you have selected. Select the object that is relevant. Click the arrow keys so the objects move to the right side.

Objects					
T.katalog	~				Applies to
Ansatt-Pc					
Avgang IT systemer					
Avtaler			~	<	
Backup/Sikkerhetskopiering					

The SLA can also be linked to a template as an additional criteria.

Deadlines

See below how this could be set up. Which business hours should the SLA agreement apply to. By default, business hours are set between 08:00 and 16: 00. If you change business hours to time from 00:00 to 00:00, the SLA will start running whenever the case is registered.

Dead	llines

Work time From 08:00 To 16:00 In All day	From To	Monday Friday	*				
Response Time				Solution time		Response Time (outside working hours)	Solution time (outside working hours)
● Work time 🔿 Calendar time				🔵 Work time 🛛 Calendar	time		
2 hour(s)	~			3 day(s)	~		
80 Percentage that meets requirement	nts (%)			80 Percentage resolved within r	equirement (%)		

Work time

With business hours from 08:00 to 16:00, SLA will run only during these hours. Business hours are valid for Monday to Friday. All Norwegian holidays are excluded. Christmas, Easter, May 17th, unless otherwise is stated. In the example above, it is important that the agent starts working with the case and makes a work log before 2 hours have passed within work time.

Calendar time

If you use Calendar Time, this will overwrite all work time and holidays.

SLA fulfillment

80

Percentage that meets requirements (%)

SLA for solution time

It is also possible to define SLA for solution time, within business hours or calendar time. Works as mentioned above.

S S	olution tim	e	
0 V	Vork time	🔿 Calendar time	
3	day(s)		~
80			
Perc	entage res	olved within require	ement (%)

For all cases with this SLA, the proportion of cases solved within the requirement must be at least 80%.

If you check of for the «Whole day», "business hours will be considered as 00:00 to 00:00 SLA will start running from the time case being created. If it is set at 2:00 PM, SLA will start from 2:00 PM.

Deadlines



If you create more SLA per customer group or item, it is important that you prioritise SLA at the top of the list correctly according to which SLA should be prioritised first.

Notifications

For SLAs you can choose whether the agent should receive an email notification 3 hours before the response time or solution time expires. If response time or resolution time is not met, Servicedesk Manager will receive an email when the time has expired. Save and close SLA by clicking the cross in the top right corner.

Sorting is done by clicking the arrow keys (in the left column) up or down to prioritise SLAs correctly. It is important that you test the SLA after you have created it.

t

Some prerequisites for start time in SLA:

"Start within" is defined differently depending on the type of registration of the case.

- If it is received from email or user web, it meassures the time from "received" to "registered".
- If the case is manually registered by an agent, it meassures the time from "received" to "started".

SLA in Service desk view

The Servicedesk view allows you to add the columns: SLA= Name of the SLA agreement Solution deadline = solution time Started within = response time

This is done from the icon located to the left in the column line



Remember that the above chosen columns are not included in the Default setup so you must save this setup.

		Default setup	,
Team	▼ Agent ▼ Icon	Default setup	ľ
Jtviklere	Automated Test 🛛 🍃 🖄	Cases for me or my teams	
Jtviklere	Automated Test 🛛 🍃	Test	
Jtviklere	Automated Test 🛛 🍃	Actions	
Jtviklere	Automated Test 🛛 ≽ 🗉	Save	
Jtviklere	Automated Test 🛛 ≽	Delete	
Itviklere	Automated Test	Technet evetern	

Click drop down menu and select «Save».

På testkunde.tmsportal.no står det	
Setup name	
SLA	

This dialog box appears. Enter setup name and click OK. You have saved this view.

SLAs are shown in the Servicedesk view.

Action	IS		-				Drag column here to group							SLA	
ш т (С	ase ID T	уре 🔻	Subject	T Status	T Priority	T Service level	Response Deadlir Solution Deadlin	e Received 🛛 🔻 U	Jpdated T	User	Team	⊤ Agent	▼ Icon	Customer	▼ Category
ΩP	6682	0	Test 4 2020-05-07T10:06:32.813Z	Not started	Medium	Responstid hend	ALARM	2020-05-07 12:06 20	020-05-25 13:18	Automated Test	Utviklere	Automated Test	≥ ⊡	Technet system	
ΟF	6681	0	Test 5 2020-05-07T09:45:37.582Z	Not started	Medium	Responstid hend	ALARM	2020-05-07 11:45 20	020-05-07 11:45	Automated Test	Utviklere	Automated Test	>	Technet system	1
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다	6678	<u>89</u>	Test 2020-04-30T07:48:29.748Z	Not started	Høy	Ny bruker	ALARM	2020-04-30 09:48 20	020-04-30 09:53	Automated Test	Utviklere	Automated Test	> E	Technet system	i i i i i i i i i i i i i i i i i i i
ΟP	6677	S	Test 2020-04-30T07:42:10.880Z	Not started	Medium	Ny bruker	ALARM	2020-04-30 09:42 20	020-04-30 09:42	Automated Test	Utviklere	Automated Test	>	Technet system	

It is recommended to test the SLAs thoroughly in the test database before taking it into production.