**Task 8 HD CLIENTSUPPORT**

**Service Level Agreements**

 Sources of Information

There are numerous tutorials on SLAs available on the web. You may want to use a search engine to look for more information or for specific examples of SLAs. A short tutorial can be found at <http://www.iec.org/newsletter/archive_esmart.html>

For a longer, more detailed tutorial, you might consider *Services Level Agreement Management Handbook,* available from the TeleManagement Forum at [http://www.tmfcentral.com](http://www.tmfcentral.com/).

A useful web site devoted to SLAs is <http://www.nextslm.org/>. Network World has had a number of articles on SLAs. Useful pointers can be found at their web site at <http://www.nwfusion.com/research/sla.html> but this is just a starting point.

For a book length introduction, you might consider *Foundations of Service Level Management,* Rick Strum, Wayne Morris, and Mary Jander, ISBN: 0672317435.

 For a legal perspective from an Australian-based, international law firm search for “Negotiating An Effective Service Level Agreement,” a two part document at [http://www.gtlaw.com.au](http://www.gtlaw.com.au/).

**Websites:**

examples of SLAs.

<http://helpdesk.wyopub.com/2005/07/service-level-agreement-sla-boot-camp.html>

<http://www.service-level-agreement.net/>

 helpdesk site links

<http://www.best-management-practice.com/>

ITIL sources site: <http://www.best-management-practice.com/IT-Service-Management-ITIL/?trackid=002094>

<http://www.akibia.com/documents/articles/ReduceDataCenterSupportCosts.pdf> approach to analysing support costs.

1. Who uses and what is the purpose of a service level agreement?

A: A service level agreement is used by any company who provides a service to a client, such as technical support, either to internal or external clients.

The purpose of a SLA is to clearly state the terms and conditions that that service is provided, such as the response time, cost, what is covered and under what circumstances and what is not covered.

1. Explain the following main sections in the Service Level Agreement and the criteria which need to be addressed for each section

Service expectation:

* Object of service level agreement
* Period of agreement
* Minimum targets
* Services covered
* Services not covered
* Specialised services
* Cost

Availability:

* Hours of operation
* Response times
* Days of operation

Support and security

* How a service is covered by the SLA
* To what degree the service is covered
* How information is to be held secure.
* Security policies

Performance:

* Circumstances that may cause delays to the response times
* Prioritising criticality
* Graph of priority levels
* Place of delivery of service
* Meetings
* System changes

Measurement:

* How the performance of the response will be measured by time.
* Graph of response times and if they meet their priority level
* Key performance indicators such as minimum response time compared to actual response time

Details of data collection:

* How the data is to be collected.
* How data is to be stored and used.
* Who has access to it.

Penalty:

* Costs for not meeting the agreed minimum targets

The bottom line is to avoid being needlessly specific. Remember, in most cases, all you really want is the answer to two questions—is the service available and is it good enough?

1. Explain thoroughly ‘PROBLEM MANAGEMENT’ in a Service Level Agreement (SLA)?

**Answer:** In a service level agreement problem management is to minimise the impact of problems and incidents. In a SLA there should be an area of problem management to ensure the provider knows what to do if a problem arises.

The primary objective of problem management is to try to prevent problems from occurring and to minimise the effect of problems that do occur.

Documentation of all problems should be kept to indentify problem areas.

1. Explain thoroughly ‘COMPENSATION’ in a Service Level Agreement (SLA)?

**Answer:** Compensation in a service level agreement means that if certain minimum targets are not met within a certain time period then the client is eligible for monetary recompense.

The type and frequency of this compensation will be clearly stated and will be dependent upon the minimum levels of response times not being met.

1. Explain thoroughly ‘CUSTOMER DUTIES AND RESPONSIBILITIES’ in a Service Level Agreement (SLA)?

**Answer:** Customer duties in a service level agreement refers to the responsibilities that that a customer is responsible for to ensure the provider can meet their obligations. This will include such things as access to the property.

1. Explain WARRANTIES and REMEDIATION in a Service Level Agreement (SLA).

**Answer:** Warranties in a service level agreement refers to the guarantees made by the provider and what they include and how much responsibility the provider will accept.

Remediation in a service level agreement means what is to be fixed and how.

**Project: Service Level Agreements for ISP to Lander Toyota**

For this project, you are asked to write a simple SLA. Keep in mind that SLAs are negotiated agreements so what you will be writing is the draft of an SLA, i.e., the document that you would carry to the negotiation. But even though it is a starting point for negotiation, it should be a complete document. Otherwise, it may introduce potential holes that may be subsequently overlooked. As previously noted, writing an SLA is typically a team effort. SLAs should be reviewed from a technical, legal, and managerial perspective. The goal of this project is not to make you into an expert at writing SLAs, but rather to introduce you to the process so that you can understand and participate effectively in such a team.

You will be writing this from the customer’s perspective. Assume that the HelpDesk at Lander Toyota wishes access to the Internet via a new ISP. You are asked to write an SLA for ISP services for Lander Toyota. You will need to define the appropriate level of service to support the client.

Recommend an ISP to Lander Toyota based on your SLA

ISP Recommendation:

Cost:

Support:

Reasons for recommendation:

You should attempt to produce a complete document, but particular emphasis should be placed on the technical aspects. You may use external sources and templates provided they are assiduously acknowledged. While there are no penalties for using these sources, you will not receive any credit for this project if you do not acknowledge them. You should also make all the required changes.