

SERVICE LEVEL MANAGEMENT

Service Level Agreements and Metrics

All tickets in the ESS application are linked to Service Level Agreement (SLA) records that are used for the following functionality:

- **Setting Response and Fix targets for tickets**
- **Defining working hours**
- **Defining notifications to be sent out**
- **Escalation reminders for tickets**
- **Other escalation actions, such as reassigning tickets, increasing Urgency, creating linked approval records, etc.**






SLA Records

Each SLA consists of one or more records in the SLA form, each linked to one or more records in the: **Notification** and **Escalation** forms.

A record in the SLA form defines the SLA Name, the **Working Hours** and **Holidays** to use (using the **standard Remedy Business Time forms**), the target **Response and Fix times** defined in elapsed working minutes, and a weighting score range that is used to select the appropriate SLA record to attach to a ticket.

SERVICE LEVEL MANAGEMENT

| Mission Statement | | |
|---|---|--|
| Plan, coordinate, negotiate, report and manage the quality of IT services at acceptable cost | | |
| Process Goals | Success Factor | Performance |
|  <p>ITIL-Aligned SLM Policies, Processes & Procedures</p> <p>Service Level Agreements for customers of IT Services</p> |  <p>Meeting Customer Needs & Priorities</p> <p>Providing Services Cost Effectively</p> <p>Controlling Service Delivery</p> |  <p>Customer satisfaction score/ rating</p> <p>Average time to implement SLA requests</p> |

Notifications and Escalations



Notification Records

Records in the Notification form linked to the SLA determine what notifications should be sent out for various events in the ticket life-cycle, as well as other actions to take such as reassigning the ticket, increasing the ticket Urgency etc. Each **Notification record consists of 3 parts:**

- The event or events that will trigger the action(s) – examples might be when the ticket is first created, when the ticket is reassigned, when a response target is breached, etc.
- Who to send notifications to and what notification mechanism to use
- Other actions to take, such as reassigning the ticket, increasing the ticket Urgency etc.

Escalation Records

Records in the Escalation form linked to the SLA define timed reminders that will be triggered at specified times relative to the ticket creation date, scheduled start date (for RFC/Change tickets), or target response and fix dates.

There can be multiple records in Escalation linked to a single record in the SLA form. The

Escalation record consists of 4 parts:

- When the escalation should fire (number of hours or minutes) relative to one of the target dates (Before Response target, Before Fix target, Before Scheduled Start Date, After Fix target, etc.)
- The text of the message to send (in addition to normal ticket fields included in notifications)
- Who to send the notification to and the notification mechanism to use
- Other actions to take, such as reassigning the ticket, increasing the ticket Urgency etc.

How Escalations work

When a ticket is created it is linked to the appropriate SLA record (through the ticket CTI, customer Workgroup and SLA weighting) and the following escalation records are initially created in the Escalation Pending form:

- An escalation to fire at the ticket Response time target
- An escalation to fire at the ticket Fix target
- The first escalation record defined in the Escalation form for that SLA

Example: A new ticket is logged and 3 linked escalation records are initially created from the SLA – one for the Response Target, one for the Fix Target, and the first defined escalation which is a reminder of the Response target timed to go out 30 mins before the Response target is breached.

The ticket is placed into an In Progress status (**this counts as a response**) and the Response Target is deleted. The next defined escalation number (a reminder to be sent out 4 hours before the fix target) is prepared and the reminder record in Escalation Pending is updated with the next escalation firing time.

SLA Weighting Values

There are three or four factors that can be used individually or in combination to calculate an SLA weighting for a ticket, and the weighting value is used to select the correct variation of the SLA to apply (if there are multiple records in the SLA form for that SLA). The ticket attribute fields that can be used to set the SLA weighting are:

- VIP Status/Level of the ticket requester (taken from their contact/employee record)
- The ticket Urgency
- The ticket Priority
- The ticket Impact assessment (for change-type tickets only)

So, for **example**, you could set up weighting records for each Priority value and each Urgency value for a particular SLA, and the combination of Urgency and Priority in the ticket will then be resolved to a score that is the sum of the matching weighting values. This total weighting score (shown on the ticket SLA tab) is then used as part of the qualification to select the correct SLA variant to use, by finding the record where the ticket SLA Weighting score falls in the weighting score range on the SLA record.

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