

Service Level Agreement

Contract Areas to Consider

Overview	The following section presents a number of key areas to consider when building SLA Contract documents.
Level of Formalization	Service levels may range from a formalized contract that is signed off by representative customer departments to informal "known" levels internal to IT functions. IT should be aware which level of formalization is appropriate.
Ability to Meet Service Targets	<p>IT should ensure that documented levels of service can indeed be met. Targets should allow for a latitude contingency to cover occasional problems or slowdowns to occur without jeopardizing targets.</p> <p>Within ITIL, Availability Management should review planned targets and provide guidance as to what levels may be appropriate given current IT capabilities. Requirements for new capabilities should be highlighted to management to determine whether to invest in them or not.</p>
Control of Customer Expectations	Targets should be communicated to customers in terms that make them clearly understood from their perspective. This promotes a good level of understanding and cooperation when service problems do occur.
Handling SLA Contract Changes	Processes should be in place to handle changes in service requirements. Customers may wish to negotiate better service levels, add new functions that require new levels of service or periodically renew current levels. These should be negotiated through a Service Level Manager and processed via Change Management.
Number of SLA Contracts	Less is better, more greatly increases management overhead to report and manage. It may be determined to have a single contract for all departments versus multiple service contracts for different departments. Another structure may be to have a base agreement that covers everyone as a default with a limited set of overriding contracts for unique needs.

Sample Service Level Agreement Between Departments

John K. Lee, Ron Ben-Natan



Sample Service Level Agreement Between Departments:

Best Practice for Security Management United Kingdom. Treasury. Office of Government Commerce,1999 Security Management is the process of managing a defined level of security on information and IT services Included is managing the reaction to security incidents *Performance Improvement in Hospitals and Health Systems* James R. Langabeer II, FHIMSS, CMA, Editor,2009 *Shared Services in Finance and Accounting* Tom Olavi Bangemann,2005 Most large companies worldwide today have some kind of shared services concept in place Over half of the medium and large companies are currently engaged in some kind of shared service project activity The investment in shared services is always calculated in millions In other words the costs of getting it right or getting it wrong can be huge Shared Services in Finance and Accounting is a concise blueprint for identifying assessing designing implementing and improving the process for shared services in the finance and accounting function Tom Bangemann focuses on critical success factors the people issues involved and learning from other people s big mistakes The book includes a variety of real life examples and real benchmarking data performance metrics and best practices The section on implementation is based on a proven five phase methodology and explains the steps and activities involved as well as showing examples of the deliverables and the results you can expect Any CEO MD CFO Finance Director and senior finance people will find this book a must have guide to the process before they start and an excellent benchmark against which to measure the performance of any existing shared service operation Brink's Modern Internal Auditing Robert R. Moeller,2009-04-15 Today s internal auditor is responsible for creating higher standards of professional conduct and for greater protection against inefficiency misconduct illegal activity and fraud Now completely revised and updated Brink s Modern Internal Auditing Seventh Edition is a comprehensive resource and reference book on the changing world of internal auditing including new coverage of the role of the auditor and internal control An invaluable resource for both the new and seasoned internal auditor the Seventh Edition provides auditors with the body of knowledge needed in order to be effective Service Agreements - A Management Guide itSMF International,2006-09-09 Note This book is available in several languages Chinese English This book provides a more thorough approach to service agreements than available so far It takes the material from ITIL best practices one step further by providing a more comprehensive and holistic approach to service agreements The CIO Playbook Nicholas R. Colisto,2012-06-29 As our economy shifts from recession to recovery our current economic climate is ripe for transformation CIOs are in a unique position to leverage technology in order to drive innovation and boost business growth The CIO Playbook is the handy desk reference for CIOs CEOs CFOs and up and coming leaders revealing a dynamic seven step framework Partner Organize Innovate Deliver Support Protect Grow that will guide you in making essential changes to your organization The proven strategies tools and techniques in The CIO Playbook make it the ultimate how to resource for creating a high performance IT organization that delivers value added products and services to employees customers and

shareholders Author Nicholas Colisto provides solutions to the issues that concern business leaders and IT practitioners including How to truly partner with business peers Delivering high quality products and services that are embraced by your user community How to ensure your team is focused on the right innovations Measuring performance and running your department like a business Ways to attract motivate and retain a talented team working toward a common vision Managing risks to operate effectively and protect corporate reputation Featuring online templates for each of the seven steps described in the book The CIO Playbook can help you transform your IT department from a mere order taker to a high performance organization that delivers extraordinary business outcomes despite this era of turbulent economic challenges

A Practical Guide to Service Management Keith D. Sutherland, Lawrence J. "Butch" Sheets, 2023-10-13 Develop and improve the service management capabilities of your organization or business with this comprehensive handbook

Key Features A complete pragmatic guide on service management from industry experts Learn industry best practices and proven strategies to establish and improve a service management capability Get hands on with implementing and maintaining a service management capability Purchase of the print or Kindle book includes a free PDF eBook

Book Description Many organizations struggle to find practical guidance that can help them to not only understand but also apply service management best practices Packed with expert guidance and comprehensive coverage of the essential frameworks methods and techniques this book will enable you to elevate your organization's service management capability You'll start by exploring the fundamentals of service management and the role of a service provider As you progress you'll get to grips with the different service management frameworks used by IT and enterprises You'll use system thinking and design thinking approaches to learn to design implement and optimize services catering to diverse customer needs This book will familiarize you with the essential process capabilities required for an efficient service management practice followed by the elements key to its practical implementation customized to the organization's business needs in a sustainable and repeatable manner You'll also discover the critical success factors that will enhance your organization's ability to successfully implement and sustain a service management practice By the end of this handy guide you'll have a solid grasp of service management concepts making this a valuable resource for on the job reference

What you will learn Discover a holistic approach to managing services Get acquainted with the service management methods frameworks and best practices Understand the significance of a service management strategy Demonstrate your skills to deliver high quality timely services Find out how to become a respected business partner to your customers Recognize the role of governance outcomes and markets Grasp the concept of value capture and maintaining value over time Explore common processes that lay the foundation for effective service management

Who this book is for This book is for anyone interested in gaining a general understanding of the value of enterprise IT service management ESM ITSM including but not limited to IT leadership key business managers business process analysts business analysts IT consultants IT professionals project managers systems integrators service desk

managers managed service providers solution providers and sales staff Whether you re new to service management or have prior experience you ll find valuable insights in this book **ITIL For Dummies** Peter Farenden,2012-03-08 ITIL For Dummies provides an easy to understand introduction to using best practice guidance within IT service management It breaks down the 5 stages of the service lifecycle into digestible chunks helping you to ensure that customers receive the best possible IT experience Whether readers need to identify their customers needs design and implement a new IT service or monitor and improve an existing service this official guide provides a support framework for IT related activities and the interactions of IT technical personnel with business customers and users Understanding how ITIL can help you Getting to grips with ITIL processes and the service lifecycle Implementing ITIL into your day to day work Learn key skills in planning and carrying out design and implementation projects **Executive's Guide to IT Governance** Robert R. Moeller,2013-02-11 Create strong IT governance processes In the current business climate where a tremendous amount of importance is being given to governance risk and compliance GRC the concept of IT governance is becoming an increasingly strong component Executive s Guide to IT Governance explains IT governance why it is important to general financial and IT managers along with tips for creating a strong governance risk and compliance IT systems process Written by Robert Moeller an authority in auditing and IT governance Practical no nonsense framework for identifying planning delivering and supporting IT services to your business Helps you identify current strengths and weaknesses of your enterprise IT governance processes Explores how to introduce effective IT governance principles with other enterprise GRC initiatives Other titles by Robert Moeller IT Audit Control and Security and Brink s Modern Internal Auditing A Common Body of Knowledge There is strong pressure on corporations to have a good understanding of their IT systems and the controls that need to be in place to avoid such things as fraud and security violations Executive s Guide to IT Governance gives you the tools you need to improve systems processes through IT service management COBIT and ITIL **The Organizational Measurement Manual** David Wealleans,2017-09-29 The Organizational Measurement Manual is a step by step guide to creating performance measurements at the working level It addresses the procedures for identifying designing monitoring and using measurements and how these might relate to other objectives and initiatives within an organization In so doing it explores the use of general performance measurement as a management tool for the key areas of control customer satisfaction and business improvement The book is clearly differentiated from many other publications on the subject of measurement by the firm distinction made between general strategic measurement that represents an umbrella approach to the quantification of performance and the monitoring of process level attributes that directly relate to the performance of an individual work team The benefits of and best practice approach to the use of process level measurements are clearly explained Department of Transportation and Related Agencies Appropriations for 2000 United States. Congress. House. Committee on Appropriations. Subcommittee on Department of Transportation and Related Agencies Appropriations,1999

Service Level Agreements Andrew Hiles, 2000-06-30 Provides guidance on how to create enduring satisfying and profitable relationship between customer and supplier by using service level agreements **InfoWorld**, 1999-01-11 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects *Integrating Service Level Agreements* John K. Lee, Ron Ben-Natan, 2002-10-02 Service level agreements SLAs offer service providers a way to distinguish themselves from their competitors in today's volatile hypercompetitive market This book offers an innovative approach that takes full advantage of current interface automation and Internet based distribution and reporting technologies Addresses business level SLAs not just device level SLAs Describes a revolutionary approach that combines network management service management field service activities entitlement and rating with workflow automation technologies **IT Service Management Based on ITIL® 2011**

Edition Pierre Bernard, 2014-10-01 For trainers free additional material of this book is available This can be found under the Training Material tab Log in with your trainer account to access the material In the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance on the topic of ITIL Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This revised edition is based on ITIL 2011 Edition It is written in the same concise way as the previous editions and covering all the facts Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition It is endorsed by AXELOS the official ITIL Accreditor The ITIL Lifecycle is fully covered In addition there is much attention to the 26 IT Service Management processes and 4 Functions These are described in detail This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day to day operations This title covers the following Introduction to the Service Lifecycle Lifecycle phase Service Strategy Lifecycle phase Service Design Lifecycle phase Service Transition Lifecycle phase Service Operation Lifecycle phase Continual Service Improvement New compared with the previous edition on ITIL V3 are the processes for Strategy Management and Business Relationship Management Also the other new and revised concepts of ITIL are covered in this book Well written and presented this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management Kevin Holland Service Management Specialist NHS Pierre has produced an extremely useful summary of the current version of ITIL This will be an invaluable day to day reference for all practitioners Claire Agutter ITIL Training Zone **Data-Driven Decision-Making for Business** Claus Grand Bang, 2024-08-22 Research shows that companies that employ data driven decision making are more productive have a higher market value and deliver higher returns for their shareholders In this book the reader will discover the history theory and practice of data driven decision making learning how organizations and individual managers alike can utilize its methods to avoid cognitive biases and improve confidence in their decisions It argues that value does not come from data but from acting on data Throughout

the book the reader will examine how to convert data to value through data driven decision making as well as how to create a strong foundation for such decision making within organizations Covering topics such as strategy culture analysis and ethics the text uses a collection of diverse and up to date case studies to convey insights which can be developed into future action Simultaneously the text works to bridge the gap between data specialists and businesspeople Clear learning outcomes and chapter summaries ensure that key points are highlighted enabling lecturers to easily align the text to their curriculums Data Driven Decision Making for Business provides important reading for undergraduate and postgraduate students of business and data analytics programs as well as wider MBA classes Chapters can also be used on a standalone basis turning the book into a key reference work for students graduating into practitioners The book is supported by online resources including PowerPoint slides for each chapter

Integration of Practice-Oriented Knowledge Technology: Trends and Prospectives Madjid Fathi, 2012-12-14 The Scientific Network of Integrated Systems Design and Technology ISDT is an initiative that has been established to respond industrial needs for integration of Knowledge Technology KT with multi and inter disciplinary applications In particular the objective of ISDT is to incorporate multilateral engineering disciplines i e Composite Automotive Industrial Control and Micro Electronics Engineering and derive knowledge for design and development of innovative product and services In this context the discourse of KT is established to address effective use of Knowledge Management Semantic Technology Information Systems and Software Engineering towards evolution of adaptive and intelligent systems for industrial applications This carefully edited book presents the results of the latest ISDT meeting with special involvement of leading researchers and industries whose contributions are presented in the book chapters This book consists of three main chapters namely Chapter 1 Applied Knowledge Management in Practice Chapter 2 Semantic Technologies for Industrial Management and Process Controlling Chapter 3 Knowledge Driven Approaches for Product Engineering Each article presents a unique in progress research with respect to the target goal of improving our common understanding of KT integration and promoting further researches and cooperation in future

Senior Management and Quality Fin Rooney, 2018-01-12 Not just another quality tools book I wish all senior managers would read this Anyone who is interested in how quality is embedded in all aspects of business should get this book Holly Hickman Director Customer Quality Constellium In this original and practical book Fin Rooney strips back the myths surrounding quality He goes back to original principles in deciding what quality means and then proceeds to show how it can have a positive influence on all departments He suggests that every department should have quality objectives in order to generate a quality culture This book will change how you look at quality You will see how you can use it to drive improvement cost savings and better profitability in your organization It will look at using quality not just as a tool for making good products or delivering a good service but as a strategic weapon in the marketplace Full of helpful questions and thought provoking ideas Senior Management and Quality will ensure you have interesting conversations with senior managers and how they view quality For

senior managers it gives a framework for devising a coordinated quality strategy involving every department in quality and showing how an embedded quality strategy can create virtuous circles of improvement Among many features this book Explains how we can turn our quality departments and staff into a strategic value adding service Gives a neater definition of quality that can be applied to any department in any organization Shows the relationships between quality and suppliers customers and internal departments Addresses the issues that can arise with the department that is the most important one in determining product quality R D Reassesses our view of company and quality objectives Reviews the role of quality personnel and how we can use them as internal consultants Investigates how quality can influence training and change management Takes a fresh look at objectives and metrics and the problems and contradictions with some of the common ones in use Looks at some of the deficiencies with Six Sigma With over 30 years in quality Fin Rooney has put together the results of that experience in the real business world and come up with a practical approach to using quality as a way to improve your organization s performance in all areas

Department of Transportation and Related Agencies Appropriations for

2000: Department of Transportation, Coast Guard United States. Congress. House. Committee on Appropriations.

Subcommittee on Department of Transportation and Related Agencies Appropriations, 1999

Security Monitoring Chris Fry, Martin Nystrom, 2009-02-09 How well does your enterprise stand up against today s sophisticated security threats In this book security experts from Cisco Systems demonstrate how to detect damaging security incidents on your global network first by teaching you which assets you need to monitor closely and then by helping you develop targeted strategies and pragmatic techniques to protect them Security Monitoring is based on the authors years of experience conducting incident response to keep Cisco s global network secure It offers six steps to improve network monitoring These steps will help you Develop Policies define rules regulations and monitoring criteria Know Your Network build knowledge of your infrastructure with network telemetry Select Your Targets define the subset of infrastructure to be monitored Choose Event Sources identify event types needed to discover policy violations Feed and Tune collect data generate alerts and tune systems using contextual information Maintain Dependable Event Sources prevent critical gaps in collecting and monitoring events Security Monitoring illustrates these steps with detailed examples that will help you learn to select and deploy the best techniques for monitoring your own enterprise network

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