
Service Level Strategy

A one day programme

All departments and staff involved in a service culture must realise that their primary aim is towards providing a vital resource for the corporate business base. For example, programmers working for an insurance company must realise that their prime aim is to sell more insurance policies, and their secondary aim is to write programs. It is with this culture in mind that Service Level Agreements (SLA's) need creating. SLA's enable the IS department to have achievable targets of performance. SLA's also allow IS customers to appreciate the costs applicable with various levels of service, and to choose the most cost effective service level, consistent with the needs of the business. This programme outlines the organisation and methods needed to achieve an affordable level of service, that also satisfies the IS customers operational needs.

Key elements of service level strategies

Many users see the current services as adequate for their needs as they have developed over time, are flexible, informal, and not monitored which suits many people. Some users however, will see this existing service as unprofessional and will not be happy with the current service levels. Both groups must be convinced that the introduction of SLA's will be beneficial. Users have expectations and these may be ambitious because of their lack of understanding of IS. SLA's are an excellent tool to manage this expectation and to educate the user at the same time. There is no need to lose all the flexibility of the existing service, IS can simply formalise the IS response and manage the user's expectations. Change is therefore necessary for the benefit of all. Many users may argue that they should write their own SLA's and IS should meet them. This approach would be all right if IS only supported one customer but there are many, all with their own demands, so SLA's are required to be mutually agreed for the benefit of all customers and the IS department.

The programme enables participants to:

- Develop a service level strategy
- Draw up service level agreements
- Define preferential service options and costs
- Have an effective monitoring system
- Effectively manage the whole process service availability

Learning outcomes:

At the end of the training programme delegates have a full understanding of SLA's and can design and implement effective and fair agreements, to the benefit of both the IS department and their customers.

Programme Agenda

Introduction

The advantages of the service level agreement

Service level strategy

User approach
Business approach

Terms of reference

Components
Terms of reference

Scope of service

Range of service
Depth of service

Staffing and structure

Key staffing roles
Service level sponsor
Service level board
Service level group

Service level agreements

Preconditions
Approaching SLA's
SLA construction
SLA's for new developments
SLA's for suppliers

Preferential service options

Structuring of options
Charging for options
Creating preferential options

Monitoring service levels

Performance targets
Monitoring tools
Service statistics
Service brochure

Managing service levels

Service excellence project
Management criteria

Master Service level agreement

Service availability
Data management
End user equipment
Personal computers
Distributed processing

Typical delegates are:

Managers and staff, from both IS and users' departments, who need to improve the quality of the IS support functions.