Draft Copy

Service Level Management

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Inventory Management is the first step in implementing Service Level Management at an organization. It is responsible for answering the question -- **_"What Assets do we have?"_**. The Configuration Management process is then responsible for answering **_"Where are those assets located?"_**, and so on for the remaining disciplines.

Service Level Management - Disciplines

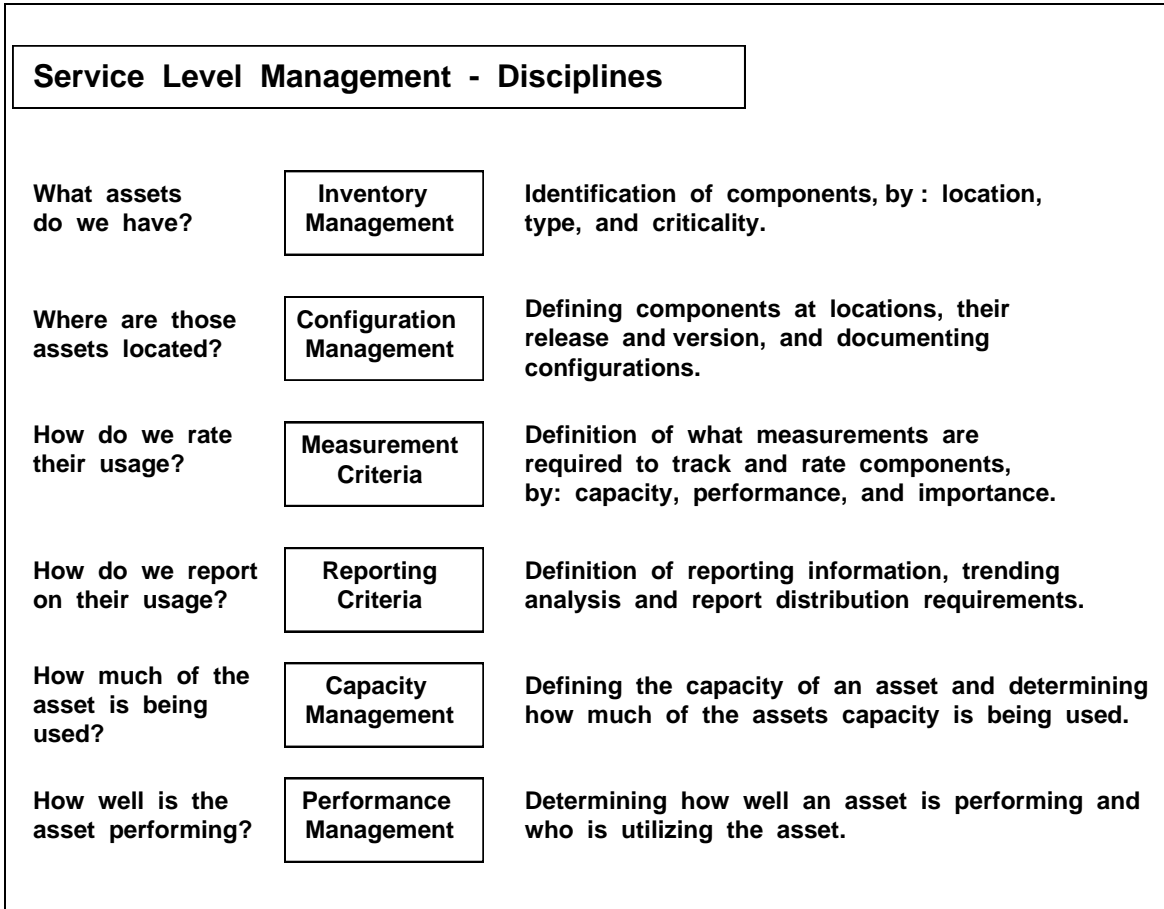|		
What assets do we have?	**Inventory Management**	**Identification of components, by : location, type, and criticality.**
Where are those assets located?	**Configuration Management**	**Defining components at locations, their release and version, and documenting configurations.**
How do we rate their usage?	**Measurement Criteria**	**Definition of what measurements are required to track and rate components, by: capacity, performance, and importance.**
How do we report on their usage?	**Reporting Criteria**	**Definition of reporting information, trending analysis and report distribution requirements.**
How much of the asset is being used?	**Capacity Management**	**Defining the capacity of an asset and determining how much of the assets capacity is being used.**
How well is the asset performing?	**Performance Management**	**Determining how well an asset is performing and who is utilizing the asset.**

Figure 1: Overview of SMC Disciplines Associated with Assets

To insure the curency of the Inventory Management System, it must be integrated within the everyday functions associated with acquisition, redeployment and termination of assets.

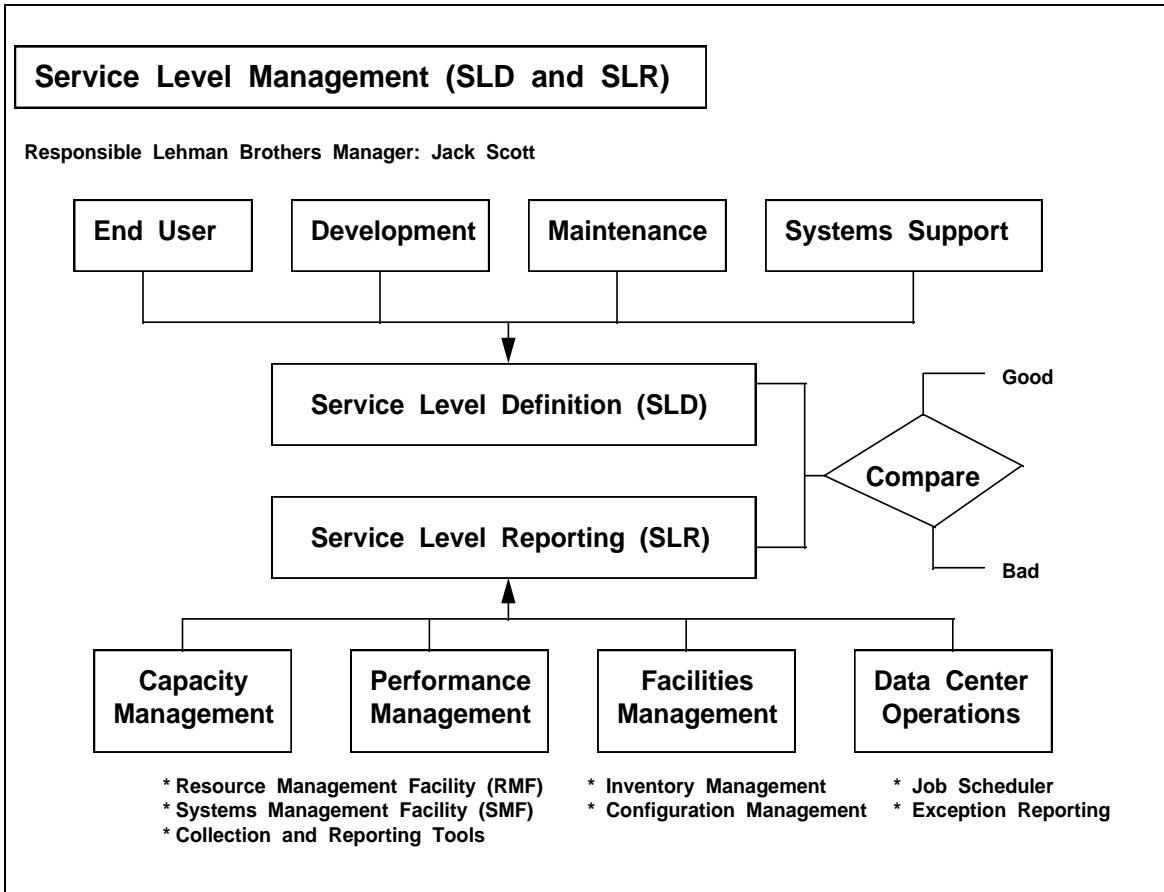## 5.1.8. Functional areas associated with Service Level Management

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