

Draft Copy

Service Level Management

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5. Service Level Management

5.1. Introduction to Service Level Management

5.1.1. Definition

5.1.2. Scope

5.1.3. Mission

5.1.4. Objectives

5.1.5. Benefits

5.1.6. SMC Discipline Interfaces

5.1.7. Service Level Management Disciplines

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.

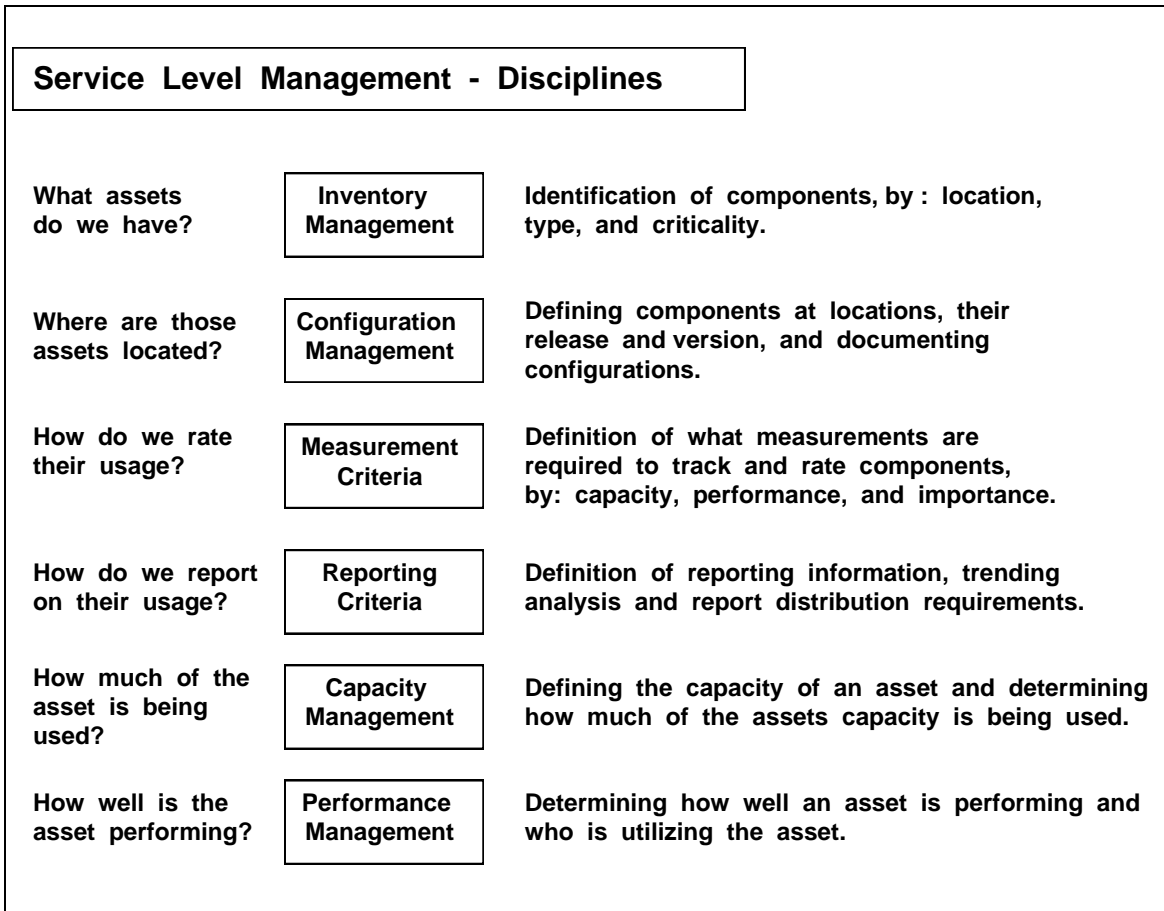


Figure 1: Overview of SMC Disciplines Associated with Assets

To insure the currency 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

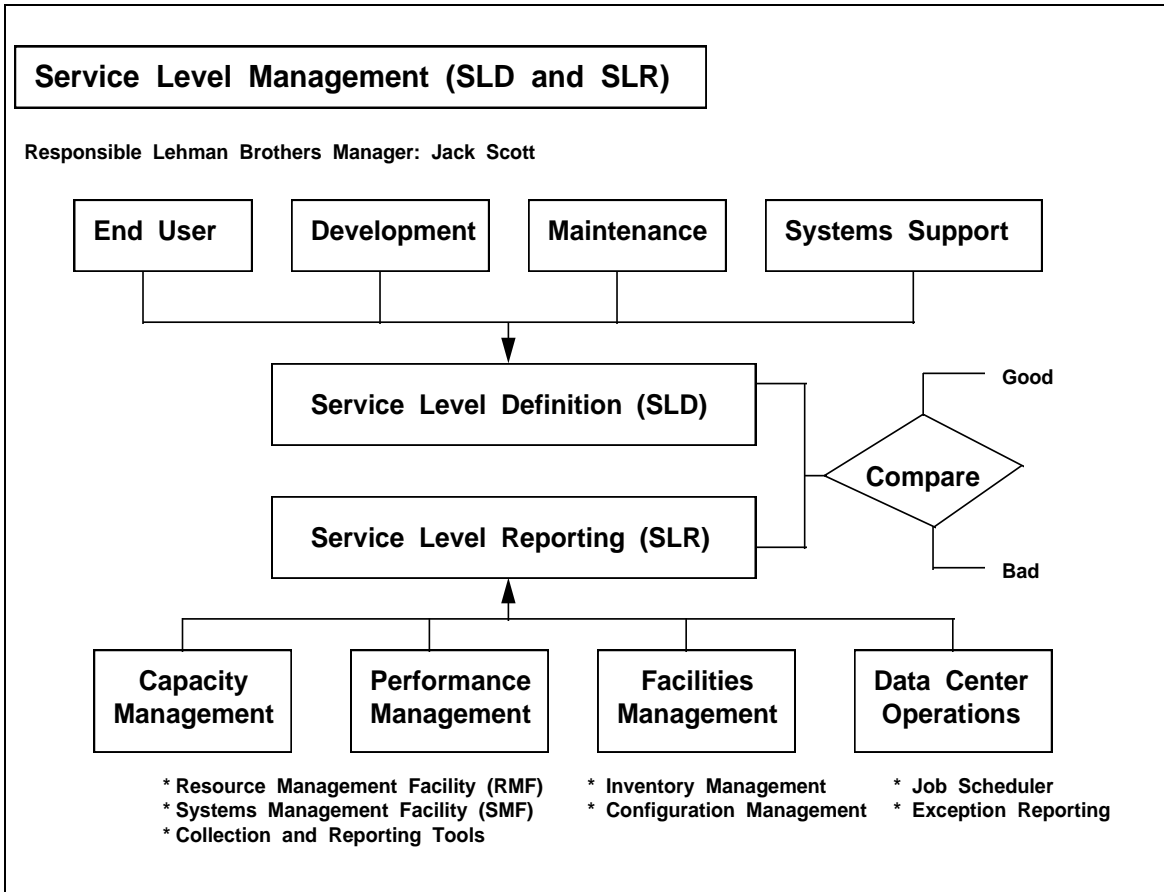


Figure 2: Functional Areas Responsible for Service Level Management

5.2. Process Overview

5.2.1. Defining Service Levels

5.2.2. Agreeing upon Service Level Definitions

5.2.3. Formulating Service Level Definitions

5.2.4. Overview of Service Level Definition Document

5.2.5. Measuring Service Levels

5.2.6. Reporting on Service Levels

5.2.7. Backup process

5.2.8. Recovery process

5.2.9. History and Trending Analysis

5.3. Process Flow

5.3.1. Creating Service Level Documents

5.3.2. Gaining Approval of Service Level Documents

5.3.3. Implementing Service Level Documents

5.3.4. Updating Service Level Documents

5.4. Process Elements

5.4.1. Service Level Definitions

5.4.2. Service Level Documents

5.4.3. Service Level Monitoring

5.4.4. Service Level Reporting

5.4.5. Service level Review Meetings

- **Projecting Future Demands**
- **Calculating Impact on Service Levels**

5.5. Roles and Responsibilities

5.5.1. Service Level Manager

5.5.2. Service Level Analyst

5.5.3. Service Level Technician

5.5.4. Interfaces to other areas

- **Capacity Management**
- **Performance Management**
- **DASD Manager**
- **Recovery Manager**
- **Data Center Manager**
- **Change Control Manager**

5.6. Process Evaluation

5.6.1. Present System Weaknesses

5.6.2. Recommendations for Improvement