

CC5001  
CC3002

# Support

## Service Level Agreements

# Support issues

- What do we need from system support?
- IS support service: the Help Desk
- **Service Level Agreements**
- Enhancement Requests

# Service Level Agreements

- *"Service level agreements (SLAs) are*  
***two-way agreements***  
*between*  
***a service provider***  
*and*  
***a service receiver..."***



Czegel (1999)

# Service Level Agreements

- *"On a Help Desk,... might have SLAs between...*

***the Help Desk***

***(as a service provider)***

*and*

***a group of customers***

***(as service receivers).***



Czegel (1999)

# Service Level Agreements

- *"The agreements typically specify*
  - *what services the provider **provides***
  - *what **targets** it must meet*
  
- *SLAs also specify*
  - *responsibilities of 'receivers' using the services."*

Czegel (1999)

# Service Level Agreements

- What is a ***Service Level Agreement*** (SLA)?
- Why do we need to define ***service levels***?
- What service level statements can we make about a ***support service*** ?

# Service Level Agreements

- How should we **define** these service levels?
- How do we **use** these defined service levels?
- Should we exclude certain events from our service level **monitoring**?

# Why define service levels?

- SLA is a **written commitment** or **agreement** between two parties:
  - the provider
  - the receiver (or recipient)





# Why define service levels?

- Is the SLA legally binding?
  - Possibly...
    - if it is between separate legal entities (i.e. between two different companies)
  - SLAs can be agreed between two departments in a single organisation
    - e.g. between IT and end-user departments

# Why define service levels?

- SLA is used to  
measure the ***performance***  
of the ***service provider***  
in the ***delivery of that service***



# SLA and support plans

- In your assignment, you are asked to produce a **Support Plan...**
- ...broadly similar to the idea of SLA

# SLA and support plans

- Support plan should define:
  - what the service provider will provide
  - – the targets you plan to meet
  - customer responsibilities (the service recipient)

Targets should be phrased as **SMART objectives**

Define these targets in 'Service Levels' section

# Service level targets/measures

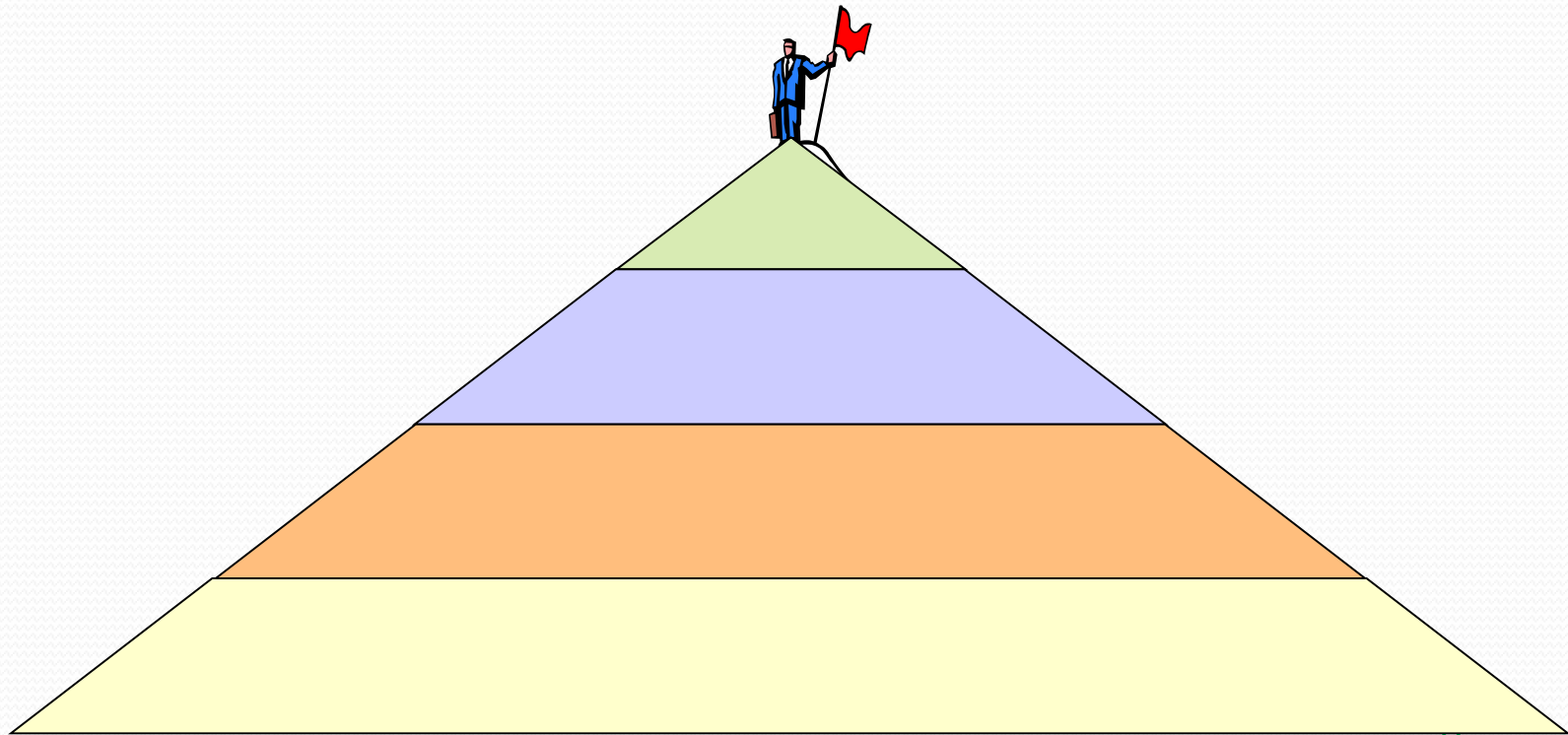
- Targets to measure Help Desk performance
  - how well the intended service is being delivered
  - success of the support plan that contains them

# Service level targets/measures

- If service levels not met
  - need to review/change how things are done...?
  - reconsider service level targets
- Remember **SMART** objectives?  
Use these to specify targets
  - and check performance meets these

# Service levels for a support service

- Support service **levels** may relate to different **categories** of support issue



# Service levels for a support service

- Specify **how quickly** certain things should be done
- Define **how often** (as %) done within the specified time



# Service levels for a support service

- Example target: new user accounts
  - target
    - new accounts should be set up ***within 1 working day***
  - service level statement
    - aim for ***90% of accounts*** set up within 1 working day
- More service levels defined in examples...

# Example: setting targets

## Call priorities and response times:

<u>Priority</u>	<u>Impact</u>	<u>Target Response</u>	<u>Target Resolution</u>
1	Critical component down	15 mins	1 hr

based on Czegel (1999)

# Example: setting targets

## Call priorities and response times:

<u>Priority</u>	<u>Impact</u>	<u>Target Response</u>	<u>Target Resolution</u>
2	Critical component degraded	45 mins	4 hrs

based on Czegel (1999)

# Example: setting targets

## Call priorities and response times:

<u>Priority</u>	<u>Impact</u>	<u>Target</u> <u>Response</u>	<u>Target</u> <u>Resolution</u>
3	Non-critical component failed	4 hours	8 hours

based on Czegel (1999)

# Example: setting targets

## Call priorities and response times:

<u>Priority</u>	<u>Impact</u>	<u>Target</u> <u>Response</u>	<u>Target</u> <u>Resolution</u>
4	Other request, question	8 hours	12 hours

based on Czegel (1999)

# Example: setting service levels

- Service measures to be met by Help Desk
  - 95 % of Priority 1 calls responded to within target
  - 90 % of Priority 1 calls resolved within target

# Example: setting service levels

- Service measures to be met by Help Desk:
  - 90 % of Priority 2, 3, 4 calls responded to within target
  - 85 % of Priority 2, 3, 4 calls resolved within target

# Example: setting service levels

- Service measures to be met by Help Desk:
  - 90 % of telephone calls answered within 1 min
  - 2 % or fewer calls re-opened within two weeks





# Example: setting service levels

- Service measures to be met by Customer:
  - 10 % or fewer calls of “**training-type**” category  
Calls as a result of lack of knowledge/training  
not a problem with the system itself



# Example SLA

based on real industry document (1997)

## 4.4 Service Level Agreement

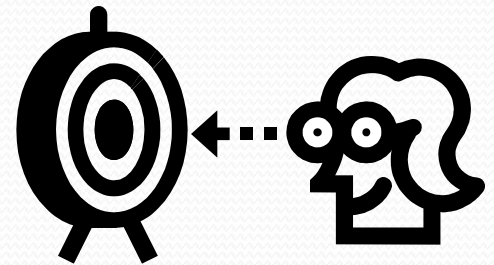
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All activities that involve end user interaction will be performed within a predefined time frame as follows:

Class	Description	SLA
Bugs	Severity One - Business cannot function	95% of initial responses within one hour
	Severity Two - Business is significantly affected, but there is a workaround	90% of initial responses within four hours
	Severity Three - Business can operate but resolution required	90% of initial responses within one working day
Change Requests		90% delivered on time
Queries		90% of queries resolved within two working days

# Service level targets within London Met

- ICT Service Desk - Service Level Targets:
  - identifies response and resolution targets for
    - critical
    - high
    - medium
    - routine
    - planned
  - note variation for urgent work at end
    - ICT team leader may approve action subject to workload, staff availability, appropriateness
    - may be suspended to meet targets for other work





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# ICT Service Desk

Initial point of contact - providing computer support services



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## ICT Service Desk - Service Level Targets

Service Level Targets have been associated with most aspects of Systems and Services and have been set by the Managers of the service.

Service Level Targets have been set at the following -

SLT1	Critical	1 hours response x 4 hours target fix
SLT2	High	4 hours response x 4 hours target fix
SLT3	Medium	8 hours response x 8 hours target fix
SLT4	Routine	8 hours response x 1 week target fix
SLT5	Planned	8 hours response x Reasonable Endeavours

An urgent SLT5 problem may be attended to where an ICT Systems & Services Team Leader thinks it is appropriate based on Systems & Services workload, availability of staff, and appropriateness of request. Any work undertaken in this category may be delayed or suspended at any time so that Systems & Services can meet its Service Level Targets for other work.

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# Service Desk within London Met

- ICT Service Desk - opening hours
  - specified within knowledge base
    - gives days and times of availability
    - gives methods of contact
    - gives details of document
      - date
      - author
      - keywords
  - allows document to be evaluated



## KNOWLEDGEBASE DOCUMENT

**DOCUMENT NO.** KB200507000014  
**DOCUMENT DATE** 2005-07-27

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**TITLE** Service Desk: ICT Service Desk Opening Hours

**AUTHOR** Breda O'Sullivan

**PROBLEM** What are the opening hours of the ICT Service Desk?

**SOLUTION** The ICT Service Desk is staffed from 9.00am to 5.00pm Monday to Friday. At all other times please leave a voicemail (x4444) or email us at ictservicesdesk@londonmet.ac.uk or use the ICT Service Desk at ictservicesdesk.londonmet.ac.uk using your username and password. All communication will be picked up on the next working day.

**KEYWORDS** FAQs, Service, Desk, Opening, Hours, RRVC, MIC5, MISC, Other, re

Please rate this article

Very Poor  Poor  OK  Good  Excellent

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# Service Desk within London Met

- ICT Service Desk - new accounts
  - specified within knowledge base
    - gives details of procedure
    - gives methods of contact
    - gives details of document
      - date
      - author
      - keywords
  - allows document to be evaluated



## KNOWLEDGEBASE DOCUMENT

**DOCUMENT NO.** KB200508000120

**DOCUMENT DATE** 2005-08-05

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**TITLE** SYSS INFORMATION: ICT Account Applications

**AUTHOR** Breda O'Sullivan

**PROBLEM** What is the procedure for making ICT Accounts for Customers?

**SOLUTION** The Line Manager is to download the ICT Account Application from the ICT Service Desk Web Portal, complete the form and send back to the Service Desk at Room 305, Tower Hill. The analysts check the SUD (Staff Username Database) to see if the customer exists. If they do, the Service Desk will reset the password through the Meta Directory, complete the username details form and send to the customer. The customer should change their password when they log in for the first time. The call will then be closed.

If the customer does not appear on the SUD, a request will be logged to MIS under the Service Desk analyst's name asking for the customer to be added to the SUD giving relevant details. Another call will be raised requesting that the customer is added to Support Works when we know the username, alias, etc. The call will be placed on hold whilst we wait for these details and the account is made. When the customer appears in the Meta Directory their password will be reset, their details added to the Supportworks database and a form will be sent to the customer with details of their username and password. The customer should change their password when they log in for the first time. Both calls will then be closed.

**KEYWORDS** Account, Applications, Procedure, Staff, Username, Database, Sup

Please rate this article

Very Poor  Poor  OK  Good  Excellent

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# Service Desk within London Met

## Email/Central Filestore - City Campus Update

ICT Systems sincerely apologise to all staff affected by the recent hardware failure on the Email/Central Filestore at City campus.

The hardware has been fixed and the corrupted data has been recovered.

Members of the ICT Systems team have been working in shifts 24 hours a day across the last 3 days to recover data and stabilise the service. Files have been restored from the backups on Sunday 4th March. If any files are still missing or corrupt, please immediately raise a call with the ICT Service Desk.

Thank you for your patience in this matter.

ICT Systems  
Systems and Services Department

# Using defined service levels

- Provide regular performance reports
  - weekly
  - monthly
  - quarterly
  - annual summary



# Using defined service levels

- Performance reports might include
  - total number of calls
  - number of calls by category, etc
  - response rate within specified target
  - resolution rate within specified target



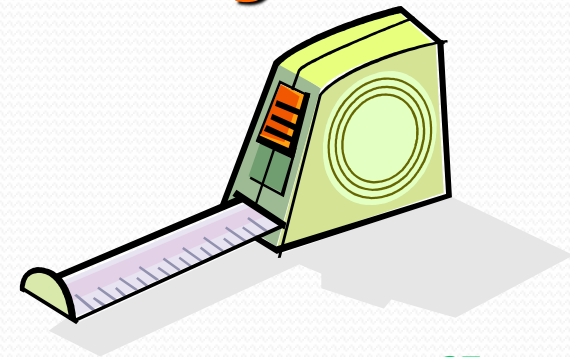
# Using defined service levels

- These reports will be delivered to:
  - specified management representatives in ***support provider*** organisation
  - specified representatives in ***support recipient*** organisation



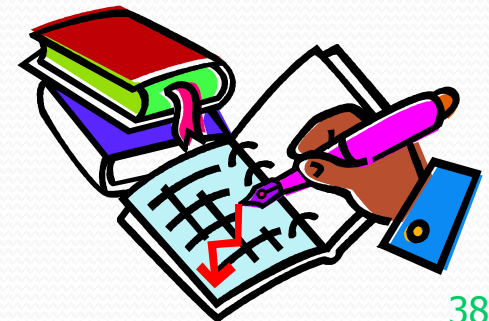
# Using defined service levels

- Allows ***both parties*** to measure the performance of the support service...
- ... so that any necessary adjustments can be made to ***improve the service***
- Performance reports may help in ***evaluating the system*** itself
- Frequent calls to help desk might indicate:
  - Bugs in the system
  - Customer training needs



# Should we exclude certain events...?

- Everything covered?
  - in reality things can become complicated
  - may need to define specific exceptions
    - cope with issues outside our immediate control



# Should we exclude certain events...?

- Possible problems include:
  - A call has been logged
  - unable to contact user for more information...
  - meanwhile, target resolution time passes
  - Who is responsible?
  - Perhaps put the call "on hold"
    - unable to act without further information



# Should we exclude certain events...?

- Possible problems include:
  - A call has been logged
  - a bug in some third-party software is responsible, e.g. operating system or database software
  - third-party company is taking time to supply a fix...
  - meanwhile, target resolution time passes
- Who is responsible?
  - Put call "on hold" while waiting for response
  - keep users informed of progress





# Summary - SLAs

- Service level agreements
  - Priorities
    - Identify categories (**critical**...**query**)
  - Setting targets
    - Response
      - Time taken to acknowledge issue
      - Planned % of meeting target response time
    - Resolution
      - Time taken to deal with issue
      - Planned % of meeting target resolution time
  - Customer responsibilities
  - Exclusions
  - Monitor performance

# Service level agreements

- Any questions?

# Further reading

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