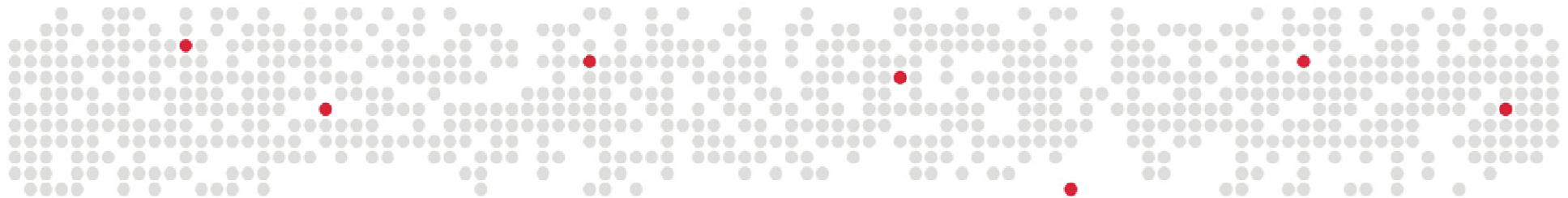


Service Level Management

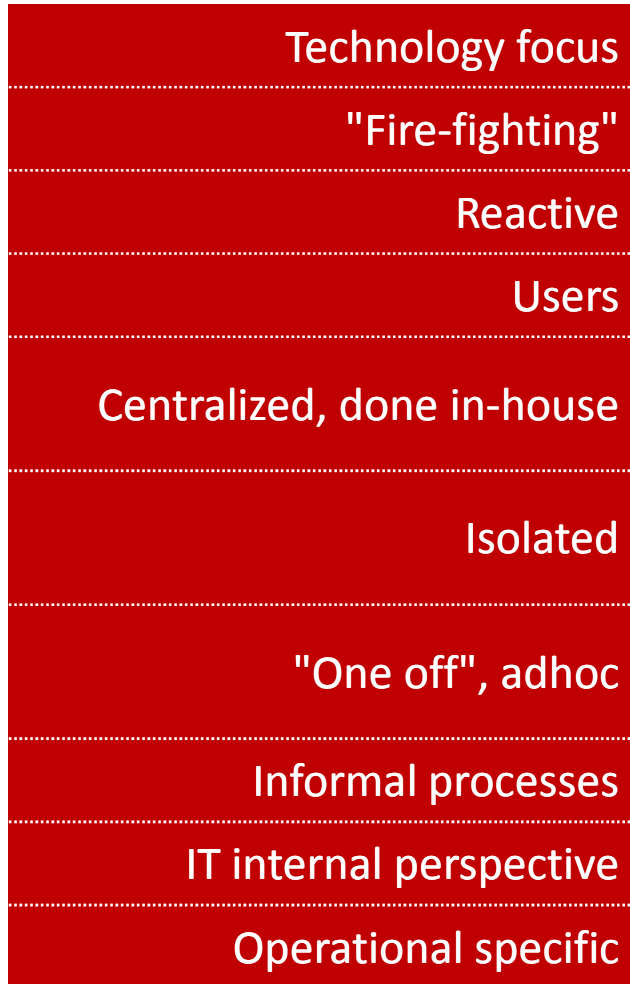
# *SERVICE LEVEL MANAGEMENT WITH METRICS MEANINGFUL TO BUSINESS*

**Mitja Čebokli**

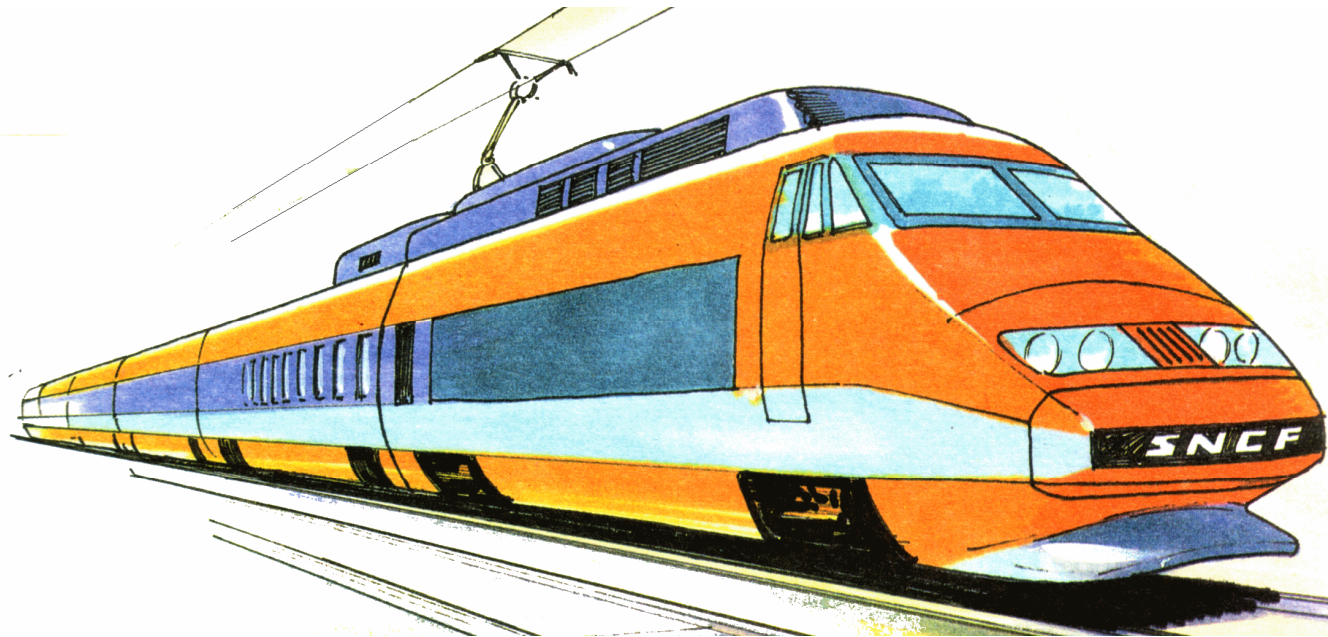
ITIL Expert in IT Service Management



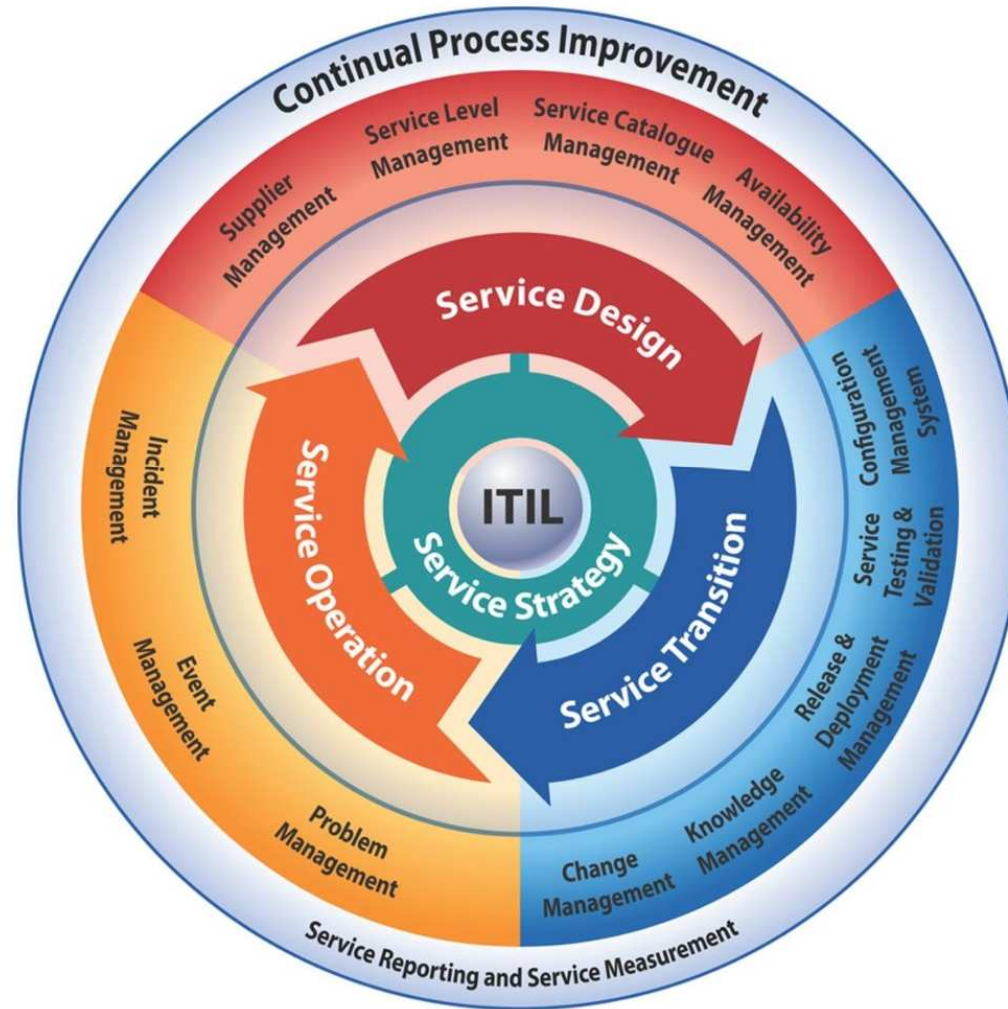
# IT Service Management



# IT Service Management

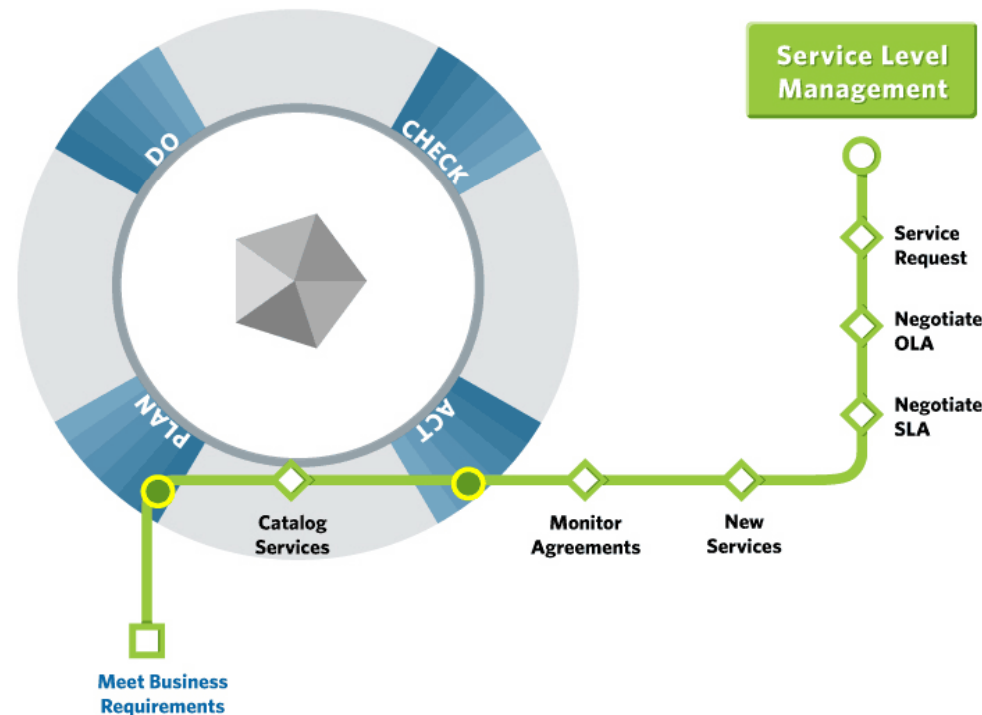


# IT Infrastructure Library

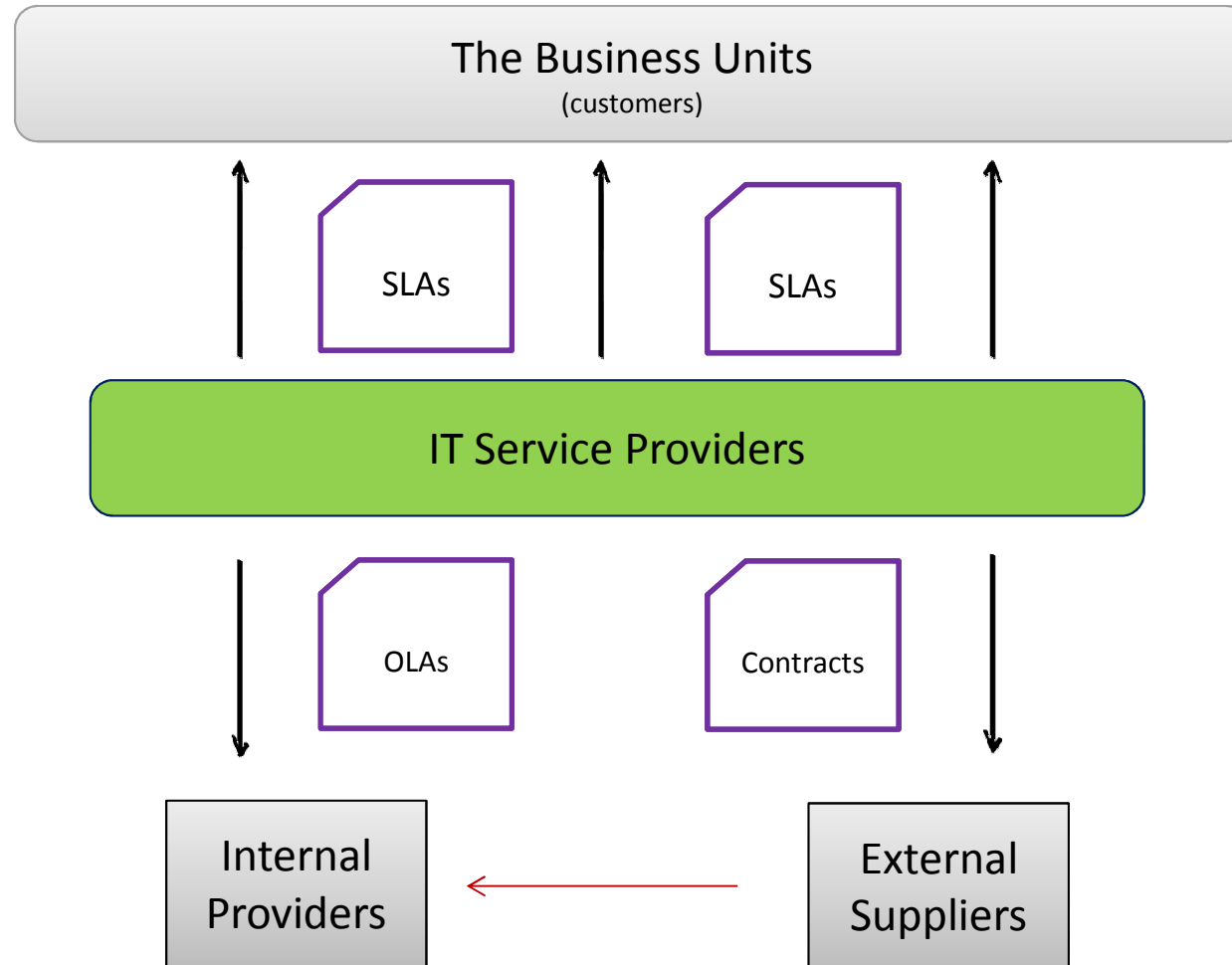


# Service Level Management

Goal of SLM is to maintain and gradually improve IT service quality through a constant cycle of agreeing, monitoring and reporting upon IT service achievement and trigger actions **to eradicate poor service.**

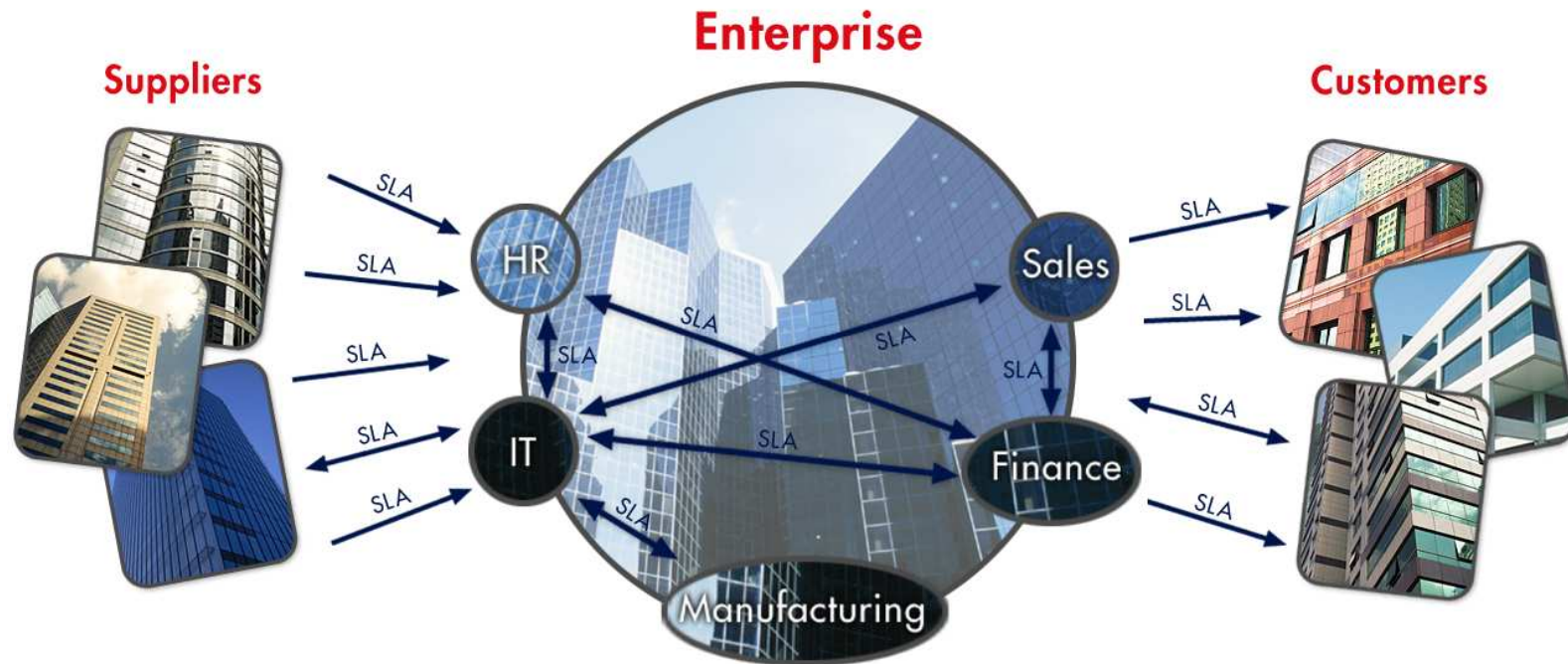


# Service Level Agreement Management





# Service Level Agreement Management



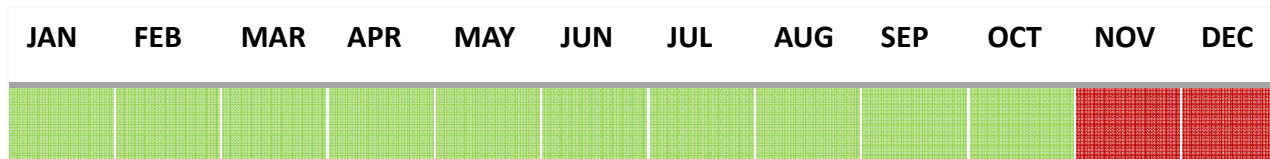
# Metrics, metrics, metrics





# Metrics, metrics, metrics

99,5%



## Metrics Meaningful to Business

**99,9% available**

**&**

**page load < 2s**

**&**

**order process < 3s**

# Metrics Meaningful to Business

**B**

business based

.

**S**

specific

**M**

measurable

**A**

attainable

**R**

relevant

**T**

time bound

# Service Level Agreement Management

## PROBLEMS

- Data is in **various formats**
- The aggregation and correlation at contract level is difficult and time consuming
- Reporting is often generated once it is too late to take corrective actions
- No **“real-time”** visibility into SLA compliance
- No ability to manage IT as a collection of “services”
- No ability to link individual metrics to business processes
- Reporting is difficult and cumbersome

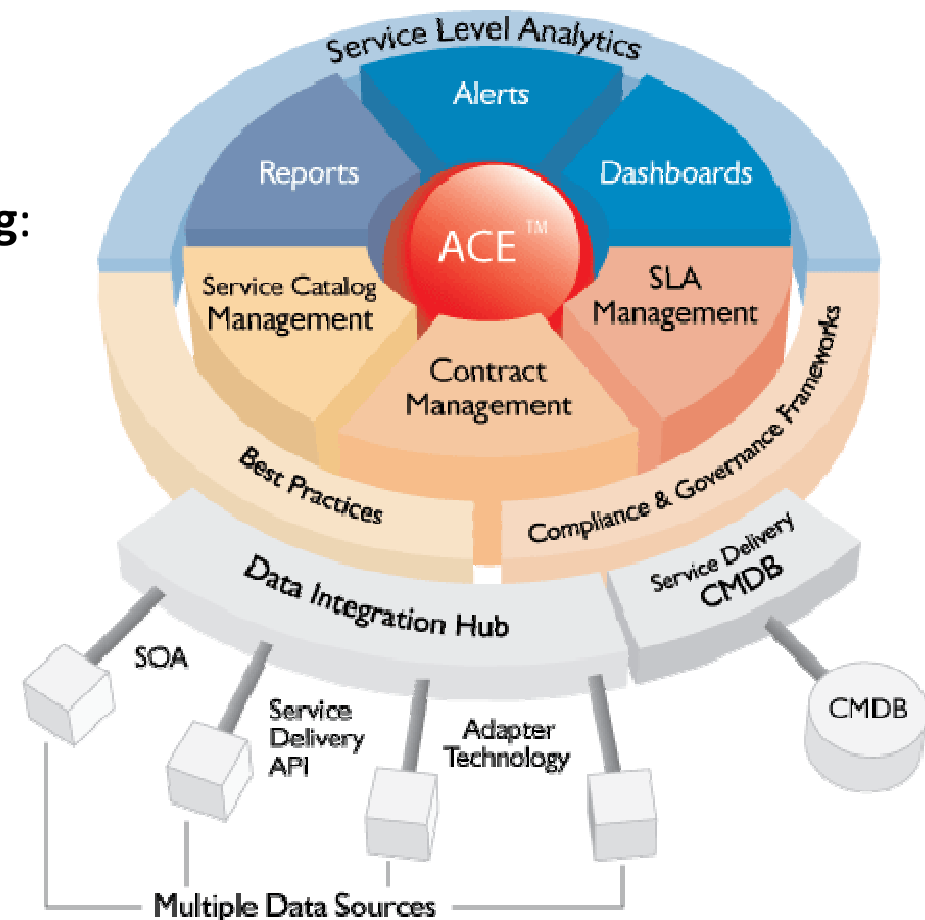


# CA Business Service Insight

## (Oblicore Guarantee)

### Actionable Business Insights Reporting: Understanding Contractual Obligations

- Align service performance to obligations
- Driver for proactive actions of IT and
- Ability to manage any combination
- Predefined ITIL v3 content, ready to use, from outside suppliers, enterprise services, internal business units & external
- Centralized standards based Service Catalog
- Connecting Business Executives and IT Customers
- Ability to model E2E service delivery chain
- Understand the business impact on multiple data sources to single Service Level Performance indicator



Q&A

You have

Questions

We have

Answers

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