



Service Level Management V3

Objectives: “Define, document, agree, monitor, measure, report and review the level of IT services provided; provide and improve the relationship and communication with the business and customers; ensure that specific and measurable targets are developed for all IT services; monitor and improve customer satisfaction with the quality of service delivered; ensure that IT and the customers have a clear and unambiguous expectation of the level of service to be delivered; and ensure that proactive measures to improve the levels of service delivered are implemented wherever it is cost-justifiable to do so.” (SD 4.2.1)

GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
SLM-V3-G-001	Does the tool use ITIL® V3 process terms and align to ITIL V3 workflows and process integrations?
Comment:	
SLM-V3-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role?
Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).	
SLM-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
SLM-V3-G-004 (OGC ISS 8.1.21)	Service Reports Can the tool produce reports from data fields 'out of the box' without additional products or consultancy services? Report production is a significant part of SLM and reporting should be a strong feature.
Provide an overview:	
SLM-V3-G-005	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	



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PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
SLM-V3-G-006	Does the tool provide an audit trail for record information and updates? E.g.: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities
Describe:	
SLM-V3-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	
SLM-V3-G-008	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	



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CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
SLM-V3-C-001 (OGC ISS 8.1.1)	List Of Services Does the tool accommodate a list of live services? Just about every other aspect of SLM would require this information.
Describe (can include screenshots):	
SLM-V3-C-002 (OGC ISS 8.1.2)	Service Hours Does the tool accommodate the setting of agreed service hours?
Describe (can include screenshots):	
SLM-V3-C-003 (OGC ISS 8.1.7)	Service Level Targets Does the tool accommodate SLTs?
Describe (can include screenshots):	
SLM-V3-C-004 (OGC ISS 8.1.5)	Create SLR Record Does the tool allow a record to be raised for each Service Level Requirement? This would give visibility that an SLR is work in progress.
Describe (can include screenshots):	
SLM-V3-C-005 (OGC ISS 8.1.6)	Create SLA Record Does the tool enable the creation of an SLA record? This may be from an existing SLR.
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
SLM-V3-C-006 (OGC ISS 8.1.8)	Common SLA Fields Does the tool accommodate details of SLA content, including agreement date, scope, contacts and targets?
Describe (can include screenshots):	
SLM-V3-C-007 (OGC ISS 8.1.9)	Create OLA Record Does the tool accommodate details of Operational Level Agreements?
Describe (can include screenshots):	
SLM-V3-C-008 (OGC ISS 8.1.10)	Create UC Record Does the tool accommodate details of Underpinning Contracts?
Describe (can include screenshots):	
SLM-V3-C-009 (OGC ISS 8.1.11)	Update All Records Does the tool allow SLR, SLA, OLA and UC records to be updated?
Describe (can include screenshots):	
SLM-V3-C-010	Does the tool support the monitoring of Operational Level Agreement and Supplier performance metrics?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
SLM-V3-C-011 (OGC ISS 8.1.23)	Service Reviews Does the tool have an indicator that Service Reviews have been carried out with customers and suppliers?
Describe (can include screenshots):	
SLM-V3-C-012 (OGC ISS 8.1.19)	Agreements In Place Does the tool show where SLAs, OLAs and Underpinning Contracts are in place (or not) for any given service?
Describe (can include screenshots):	
SLM-V3-C-013 (OGC ISS 8.1.12)	SLA Monitoring Chart Can the tool produce a SLAM chart to monitor service achievements against Service Level Agreements? This may require input data from other systems or processes to be possible.
Describe (can include screenshots):	
SLM-V3-C-014	Does the tool facilitate the production of real time performance dashboards related to service and process metrics?
Describe (can include screenshots):	
SLM-V3-C-015	Does the tool automate service availability and performance threshold monitoring against defined Service Level Agreements?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
SLM-V3-C-016 (OGC ISS 8.1.15)	Customer Satisfaction Does the tool support the collection of customer satisfaction data?
Describe (can include screenshots):	
SLM-V3-C-017 (OGC ISS 8.1.16)	Complaints & Compliments Does the tool provide the means to capture/log complaints and compliments?
Describe (can include screenshots):	
SLM-V3-C-018 (OGC ISS 8.1.14)	Create SIP Does the tool assist with the creation of a Service Improvement Plan?
Describe (can include screenshots):	
SLM-V3-C-019 (OGC ISS 8.1.13)	Create SQP Does the tool assist with the creation of a Service Quality Plan?
Describe (can include screenshots):	
SLM-V3-C-020 (OGC ISS 8.1.18)	Customer-based SLAs Can the tool show where many services are used by one customer?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
SLM-V3-C-021 (OGC ISS 8.1.17)	Service-based SLAs Can the tool show where many customers use one service?
Describe (can include screenshots):	
SLM-V3-C-022 (OGC ISS 8.1.22)	Management Reports Can the tool produce KPI performance reports 'out of the box' without additional products or consultancy services? Report production is a significant part of SLM and reporting should be a strong feature.
Describe (can include screenshots):	



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INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
SLM-V3-I-001 (OGC ISS 8.1.20)	Escalations Can the tool accept escalations from Incident & Problem Management?
Describe (can include screenshots):	
SLM-V3-I-002	Does the tool support the management of the Service Portfolio by tracking and reporting on service attributes and levels published in the Service Catalog?
Describe (can include screenshots):	
SLM-V3-I-003	Does the tool integrate with Change Management to provide access to Service Level Agreement details, implementation windows, change blackout periods, and availability requirements?
Describe (can include screenshots):	
SLM-V3-I-004	Does the tool facilitate the linkage of unique service levels to people records or Configuration Item Records?
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
SLM-V3-I-005	Does the tool facilitate integration with Event Management and monitoring tools to enable triggering of service support related actions based on established thresholds?
Describe (can include screenshots):	
SLM-V3-I-006 (OGC ISS 8.1.3)	List Of Service Providers Does the tool accommodate service provider information (internal and/or external)?
Describe (can include screenshots):	
SLM-V3-I-007 (OGC ISS 8.1.4)	List Of Customers Does the tool accommodate customer details? Contacts and location details would be required as a minimum.
Describe (can include screenshots):	