# 8. SERVICE LEVEL MANAGEMENT

| | Topic/Question |
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| 8.1 | **List of Services**<br>Does the tool accommodate a list of live services? Just about every other aspect of SLM would require this information.<br>------------------------------------------------------------------------------------------------------------------------- |
| 8.2 | **Service Hours**<br>Does the tool accommodate the setting of agreed service hours?<br>------------------------------------------------------------------------------------------------------------------------- |
| 8.3 | **List of Service Providers**<br>Does the tool accommodate service provider information (internal and/or external)?<br>------------------------------------------------------------------------------------------------------------------------- |
| 8.4 | **List of Customers**<br>Does the tool accommodate customer details?  Contacts and location details would be required as a minimum.<br>------------------------------------------------------------------------------------------------------------------------- |
| 8.5 | **Create SLR Record**<br>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.<br>------------------------------------------------------------------------------------------------------------------------- |
| 8.6 | **Create SLA Record**<br>Does the tool enable the creation of an SLA record? This may be from an existing SLR.<br>------------------------------------------------------------------------------------------------------------------------- |
| 8.7 | **Service Level Targets**<br>Does the tool accommodate SLTs?<br>------------------------------------------------------------------------------------------------------------------------- |
| 8.8 | **Common  SLA Fields**<br>Does the tool accommodate details of SLA content, including agreement date, scope, contacts and targets?<br>------------------------------------------------------------------------------------------------------------------------- |

| 8.9 | Create OLA Record Does the tool accommodate details of operational level agreements? |
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| 8.10 | Create UC Record Does the tool accommodate details of underpinning contracts? |
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| 8.11 | Update All Records Does the tool allow SLR, SLA, OLA and UC records to be updated? |
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| 8.12 | 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. |
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| 8.13 | Create SQP Does the tool assist with the creation of a service quality plan? |
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| 8.14 | Create SIP Does the tool assist with the creation of a service improvement plan, and linkage to the CSI register for prioritization, review, and tracking? |
| 8.15 | Customer Satisfaction Does the tool support the collection of customer satisfaction data? |
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| 8.16 | Complaints and Compliments Does the tool provide the means to capture/log complaints and compliments? |
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| 8.17 | Service-based SLAs Can the tool show where many customers use one service? |
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| 8.18 | Customer-based SLAs<br>Can the tool show where many services are used by one customer?<br>--------------------------------------------------------------------------------------------------------------- |
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| 8.19 | Agreements in Place<br>Does the tool show where SLAs, OLAs and underpinning contracts are in place (or not) for any given service?<br>--------------------------------------------------------------------------------------------------------------- |
| 8.20 | Escalations<br>Can the tool accept escalation definitions that can define how incidents and problems are escalated?<br>--------------------------------------------------------------------------------------------------------------- |
| 8.21 | Service Reports<br>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.<br>--------------------------------------------------------------------------------------------------------------- |
| 8.22 | Management  Reports<br>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. |
| 8.23 | Service Reviews<br>Does the tool have an indicator that service reviews have been carried out with customers and suppliers?<br>--------------------------------------------------------------------------------------------------------------- |
| 8.24 | Service Design Package (SDP)<br>Does the tool assist with linkage of SLAs, SLRs & service packages to the SDP?<br>--------------------------------------------------------------------------------------------------------------- |