



## Service Level Management PinkVERIFY™

SLM	General Criteria
SLM-11-G-001	Does the tool use ITIL 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations? -----
SLM-11-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? -----
SLM-11-G-003	Does the tool support designating fields as mandatory? -----
SLM-11-G-004	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation? -----
SLM-11-G-005	Does the tool facilitate the production of management reports from historical records? -----
SLM-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities -----
SLM-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress? -----
SLM-11-G-008	Does the tool provide facilities within the tool database for archiving closed records? -----



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SLM	Core Criteria
SLM-11-C-001	Does the tool facilitate the listing of services in the production environment? -----
SLM-11-C-002	Does the tool enable recording agreed service hours to associated services in the production environment? -----
SLM-11-C-003	Does the tool have the capability to record and manage service level targets in terms of automated business rules, alerts, escalations and notifications? -----
SLM-11-C-004	Does the tool have the capability to open Service Level Requirement Records? -----
SLM-11-C-005	Does the tool have the capability to open Service Level Agreement Records? For example: directly or from a Service Level Record -----
SLM-11-C-006	Does the SLA Record have a field or fields to record service information? For example: scope, service criticality, contacts, service level targets, agreement date -----
SLM-11-C-007	Does the tool enable the recording of Operational Level Agreement information? For example: scope, department, contact names, contact method, support hours, service level targets -----
SLM-11-C-008	Does the tool enable the recording of Supplier / Underpinning Contract information? For example: scope, supplier, contact names, contact method, support hours, service level targets -----



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SLM	Core Criteria
SLM-11-C-009	Does the tool automate the date and time of all updates throughout the lifecycle of the SLR, SLA, OLA and Supplier / Underpinning Contract Records? -----
SLM-11-C-010	Does the tool support the monitoring of Operational Level Agreement and Supplier performance metrics? -----
SLM-11-C-011	Does the tool have the capability to schedule the review cycle and renewal of SLAs, OLAs and Supplier / Underpinning Contracts? -----
SLM-11-C-012	Does the tool facilitate linking of SLAs, associated OLAs, and Supplier / Underpinning Contracts to services to illustrate the services that have SLAs, OLAs and Supplier / Underpinning Contracts and those that do not? -----
SLM-11-C-013	Does the tool facilitate reporting against SLA requirements? For example, Service Level Agreement Monitoring (SLAM) Chart of service achievements against agreed Service Levels, reasons for Service Level breaches and service exceptions against SLAs. -----
SLM-11-C-014	Does the tool facilitate the production of real time performance dashboards related to service and process metrics? -----
SLM-11-C-015	Does the tool automate service availability and performance threshold monitoring against defined Service Level Agreements? -----
SLM-11-C-016	Does the tool facilitate gathering customer feedback for customer satisfaction surveys? -----



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SLM	Core Criteria
SLM-11-C-017	Does the tool facilitate the recording and reporting of customer complaints and compliments? -----
SLM-11-C-018	Does the tool facilitate the development of a Service Improvement Plan (SIP) linked to the CSI register? -----
SLM-11-C-019	Does the tool facilitate the development of a Service Quality Plan (SQP)? -----
SLM-11-C-020	Does the tool facilitate linking services to customers to show all the services used by a particular customer? -----
SLM-11-C-021	Does the tool facilitate linking customers to services to show all the customers using a particular service? -----
SLM-11-C-022	Does the tool facilitate the production of Key Performance Indicator (KPI) reports as out-of-the-box or ad hoc reporting? -----



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SLM	Integration Criteria
SLM-11-I-001	Does the tool integrate with Incident and Problem Management to automate escalation, and notification activities based on response and resolution targets? -----
SLM-11-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? -----
SLM-11-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 -----
SLM-11-I-004	Does the tool facilitate the linkage of unique service levels to people records or Configuration Item Records? -----
SLM-11-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? -----
SLM-11-I-006	Does the tool integrate with a Configuration Management System or directory system to enable recording and accessing Internal and external Service Provider records of information and related services, systems and components? -----
SLM-11-I-007	Does the tool integrate with a directory system to enable recording and accessing customer records of information? For example: organization, contact name, contact method, location -----



## Service Level Management PinkVERIFY™

SLM	Integration Criteria
SLM-11-I-008	Does the tool facilitate the linkage of SLAs, SLRs & Service Packages to the SDP? -----