

# Infra Course Outline

## Service Level Management



Infra supports a range of service level agreements and can track, measure and report on service level activities.

In this full day course service level managers, service desk managers and application administrators will learn about different types of agreements, and how to implement and manage them within Infra.

### What You Will Learn

- The difference between SLA, OLA and UC agreement types
- What constitutes service commitments
- What is an escalation and a breach
- What events make up Service Level Management
- How to set up matrix templates to control escalations
- Setting up service level agreements in Administration
- How to configure service desk settings
- How to create and administer agreements in the CMDB
- What are the business rules applied to Service Level Management



### How You Will Benefit

At the completion of this course, students will be able to set up and administer their organization's service level agreements using Infra. A full course manual is provided with the course which student can take back to the workplace and use as a future reference source.

**Length of Course:** 1 day

**Maximum Students:** 8 students

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## Service Level Management

### Course Topics

#### Module 1: Service Commitments

- Understand Service Commitments
- What's in an SLA?
- SLA Selection
- Linking CMDB Items to SLAs
- Specific CMDB Items
- Service Levels
- Creating a Default SLA
- OLA selection
- UC selection

#### Module 2: SLM Events

- Events Overview
- Resolve Events
- First Call Back Events
- Escalation and Breach Events in an SLA
- Response Events
- Combining First Call Back and Response event

#### Module 3: SLM Administration

- Service Levels
- Service Agreement Settings
- Officer Notification Settings
- Recipients Based On
  - ◆ Current Officer
  - ◆ Forwarded to Officer
  - ◆ Group
  - ◆ Call Type
  - ◆ Agreement
- Other SLM administration settings
- Agreement Types
- Agreement Statuses
- Measurement Type
- Payment Types
- Event Activity Type
- Matrix Definition
- Public Holiday and Hours
- Definition
- Agreement Selection Priority
- Service Link Types

#### Module 4: Creating Agreements

- Define Agreements
- Agreement Selection Criteria
- IPK Selection Criteria - Service Level Agreement
- Defining a Catch-all agreement
- Duplicate SLAs for the Same Item
- IPK Selection Criteria - Operational Level Agreements
- Selection Criteria - Underpinning Contract
- IPK Thresholds
- Breach Definitions
- Escalation Definitions
- Recipients
- Factoring Matrices
- Additional Agreement Information
- Agreement Management
- Testing
- Validation
- Agreement Lifecycle
- Key Decisions
- Set up a Simple SLA, UC and OLA
- Creating an OLA
- Set up a default SLA
- Agreement Selection Priority

#### Module 5: Managing Calls

- Agreements within Calls
- Manual Agreement Selection
- Suspending Agreement Events
- Viewing Escalated Calls
- Calls Outstanding Toolbar
- Workload

#### Module 6: Reporting

- Retrieving Management Information
- Exporting Information
- Searching
- Graphical Results Toolbar
- Daily Statistics
- Standard Reports
- Monitor & Dashboards
- Adding Monitors to the Dashboard