

1. Identification

- Analysing current services and Service Level Requirements
- Recording the current service provision in a Service Catalogue.

2. Definition

Matching & customising (with the customer) of the right service provision against the right costs:

- Service Catalogue
- Demands of the customer (Service Level Requirements).

3. Agreement (Defining and signing SLA/s)

- Service Level Agreements, supported by: Operational Level Agreements (OLAs) and Underpinning Contracts

4. Monitoring

Measuring the actual service levels against the agreed service levels

5. Reporting

Reporting on the service provision (to the customer and the IT organisation)

6. Evaluation (review)

- Evaluate the service provision with the customer
- Match & customize: adjust service provision if required? Service Improvement Program, Service Quality Program (SIP, SQP)
- Match & customize: adjust SLA if required?

Key benefits:

- IT Services are designed to meet Service Level Requirements and focused on key business areas, with specific targets.
- Improved relationships with satisfied Customers
- Both parties to the agreement have a clearer view of roles and responsibilities
- Management of Expectations
- Service monitoring allows weak areas to be identified, so that remedial action can be taken (if there is a justifiable business case), thus improving future service quality
- Service monitoring also shows where Customer or User actions are causing the fault and so identify where working efficiency and/or training can be improved
- SLM underpins supplier management (and vice versa)
- SLA can be used as a basis for Charging - and helps demonstrate what value Customers are receiving for their money.

InfraTech develops and sells enterprise software that enables customers worldwide to consolidate their business and manage their IT infrastructure. InfraTech solutions are based on industry best practices including IT infrastructure library (ITIL). InfraTech consolidation model enables IT organization to move from reactive to proactive operating practices, thus maximizing the strategic value of IT. InfraTech is headquartered in Istanbul, Turkey.

ITIL COMPATIBLE Service Delivery
Service Support