

HOW TO ESTABLISH SERVICE LEVEL AGREEMENTS

Chapter 1. Service Level Agreements: Role and Key Features

Case study: analysis and recommendations
What a service level agreement is and is not
The parties to an agreement
Key participants in establishing an SLA
Variations in SLA focus
Benefits of an agreement
The role of the SLA in reducing uncertainty
Initiation of a service level agreement
How long should a service level agreement be?
How long should an SLA take to establish?
When not to establish an SLA
How to make an SLA fail!

Chapter 2. The SLA Document and Process at a Glance

The SLA document vs. the SLA process
The key elements of an SLA document and their functions
The administrative elements
Elements of a contractual SLA
SLA process: Critical initial steps
SLA process: Development checklist

Chapter 3. Evaluation of a Sample Agreement

How to evaluate this agreement
Sample agreement
Observations about this agreement
SLA evaluation: an important caveat
Criteria for evaluating an SLA

Chapter 4. The Service Elements of an SLA

Overview of the service elements
Service element #1: Context-setting information
Service element #2: Description of services
Service element #3: Service standards
Categories of service standards
Caveats about selecting service standards
Analysis of two service standards
Service dependencies and service exceptions
Escalation paths
Division of responsibilities
Real-time service standards

Chapter 5. The Management Elements of an SLA

Overview of the management elements
Management element #1: Service tracking & reporting
What to track: objective and subjective measures
Recommendations for service tracking and reporting
Management element #2: Periodic review
Objectives, methods, and frequency
Management element #3: Change process
Creating a change process

Chapter 6. Evaluation of a Model Agreement

How to use this agreement
Evaluation criteria: another approach
Model agreement
Points worth noting about this agreement

Chapter 7. Critical Initial Steps

Step 1: Assess whether an SLA is appropriate
Step 2: Ensure management commitment
Step 3: Designate SLA managers
Step 4: Provide SLA education

Chapter 8. Development Checklist

Step 1: Assess current services
Step 2: Gather customer feedback
Step 3: Ensure agreement about the agreement
Step 4: Develop a draft SLA
Step 5: Solicit feedback from reviewers
Step 6: Implement and manage the agreement

Chapter 9. Products and Services by Naomi Karten

Overview of products and service
Training in how to establish an SLA
SLA consulting support