Service Level Agreement Policy Template
&
Sample KPI Metrics

Janco Associates, Inc.

2024

Table of Contents

Service Level Agreement

Definition of What a Service Level Agreement is

A service-level agreement (SLA) is a contract between a service provider and a customer that specifies, usually in measurable terms, what services the network service provider will furnish. Many Internet service providers provide their customers with an SLA. More recently, IT departments and their CIOs have adopted the idea of writing a service level agreement so that services for their customers (users in other departments within the enterprise) can be measured, justified, and perhaps compared with those of outsourcing network providers.

Some metrics that SLAs may specify include:

- What percentage of the time services will be available?
- [text obscured] ly
- [text obscured] formance will be
- [text obscured] anges that may affect
- Help desk response time for various classes of problems
- Dial-in access availability
- Usage statistics will be provided.

This is a Service Level Agreement ("SLA") between _____ (client) and the

_____ (IT Provider) to document:

- The technology services IT Provider provides to the campus

- The general levels of response, availability, and maintenance associated with these services. The responsibilities of the IT Provider as a provider of these services and clients receiving services

- Processes for requesting services

This SLA cover _____ be reviewed and revised at the _____

Or

This SLA shall _____

Assumptions

This service level agreement is made with the following assumptions:

- Services provided by IT Provider are documented in its service catalog.

- Major upgrades will be treated as projects outside the scope of this Agreement.

- Funding for major updates will be negotiated on a service-by-service basis. Changes to services will be communicated and documented to all stakeholders via _____.

- Service will be provided in adherence to any related policies, processes, and procedures. Scheduling of all service-related requests will be conducted following service descriptions.

Service Provider

Setting Priorities

The service provider will make every effort to resolve issues at the time of the service call. This will be the initial method for resolving issues before assigning a priority level. The staff will log and assign priorities for all requests not resolved at the time of the call, based on specific definitions. Requests will be handled according to the priority assigned to them.
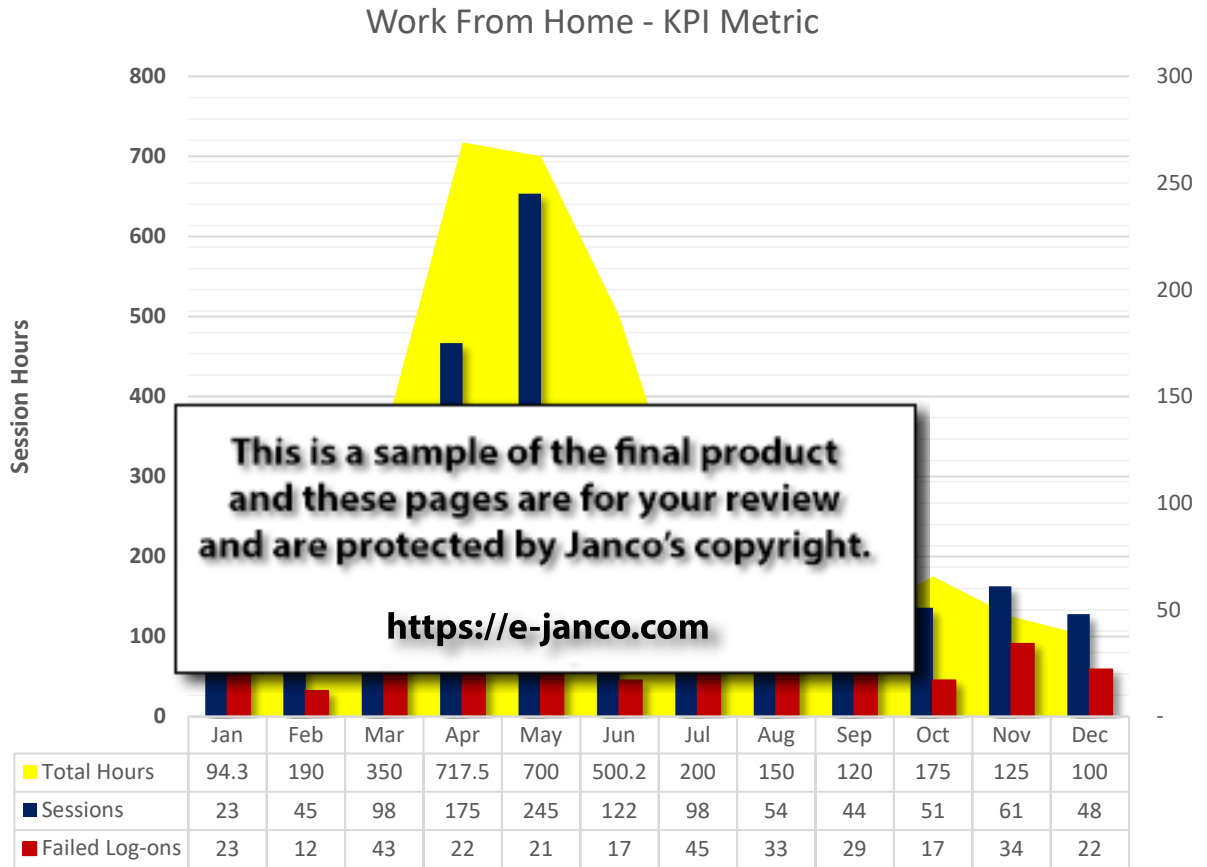
The following table describes the priority levels assigned to requests for hardware/software problem resolution with the associated response and completion time commitments.

Priority	Definition	Response Time SLA	Resolution Time SLA
Urgent	An issue that affects the entire enterprise or that adversely impacts over 50% of the enterprise's customer or supplier base	Immediate	Within four hours
High	An issue with no known workaround that	Within 2	Within one rkday
Medium	A g		in two kdays
Low	A immediate attention or involves long-range planning	Within 2 workdays	Within five workdays

This is a sample of the final product and these pages are for your review and are protected by Janco's copyright.

https://e-janco.com

Work From Home - KPI Metric

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Hours	94.3	190	350	717.5	700	500.2	200	150	120	175	125	100
Sessions	23	45	98	175	245	122	98	54	44	51	61	48
Failed Log-ons	23	12	43	22	21	17	45	33	29	17	34	22

This is one of many KPIs that can be used for SLAs. Janco does provide services to review your WFH operations and generate custom KPI Metrics. Call for a quote.

Sample SLA KPI report

This is a sample report that can be used as a template. It includes considerations for WFH, AI, ML, and LLM.

Job Descriptions

Seven (7) job descriptions are included with this policy template.

Chief Experience Officer (CXO)

Digital Brand Manager

Director IT Management and Controls

Manager KPI Metrics

Manager Metrics

Metrics Measurement Analyst

SEO Specialist

For more information on the full inventory of Janco's Job Descriptions go to:

https://e-janco.com/IT_Job_Descriptions.htm - Job Descriptions

https://e-janco.com/it-Job-Family.html - IT Job Family Classification System

What's New

2024 Edition

- Added two (2) key job descriptions
  - Chief Experience Officer (CXO)
  - Digital Brand Manager
- Updated to reflect the latest compliance requirements
- Updated all included job descriptions

2023 Edition

- Updated to reflect the latest compliance requirements
- Updated all included job descriptions

2022 Edition

- Added job description for Manager KPI Metrics
- Updated to reflect the latest compliance requirements
- Updated all included job descriptions
- Added detailed job description for Manager KPI Metrics

2021 Edition

- Updated to reflect the latest compliance requirements
- Updated all included job descriptions
- Added detailed job description for SEO Specialist

2020 Edition

- Added Work From Home metrics
- Added an eReader version of the Policy

This is a sample of the final product and these pages are for your review and are protected by Janco's copyright.

https://e-janco.com

Sample SLA Metrics

Service Levels

System Management

Weekly Call Volumes

Response Times

Desktop - Mean Time To Repair

Problem Analysis

Ticket Volumes by Group

Tickets by Severity

Infrastructure

Infra Notes

Infra Comm 1

Infra Comm 2

Internet Usage

Abend Analysis

Tracking Abends

Abend Impact

Applications

Application Development

System Monitoring Center

1st SMC Group

2nd SMC Group

3 rd SMC Group

4th SMC Group

5th SMC Tape Rpt Aging

Dataset Aging Example Metrics

SMC SRT (Cars,IW, M&D, DATool)

SMC SRT (All Summary)

SMC SRT (MAPS, OfficeV)

SMC SA (CARS,MAPS, IW, M&D)
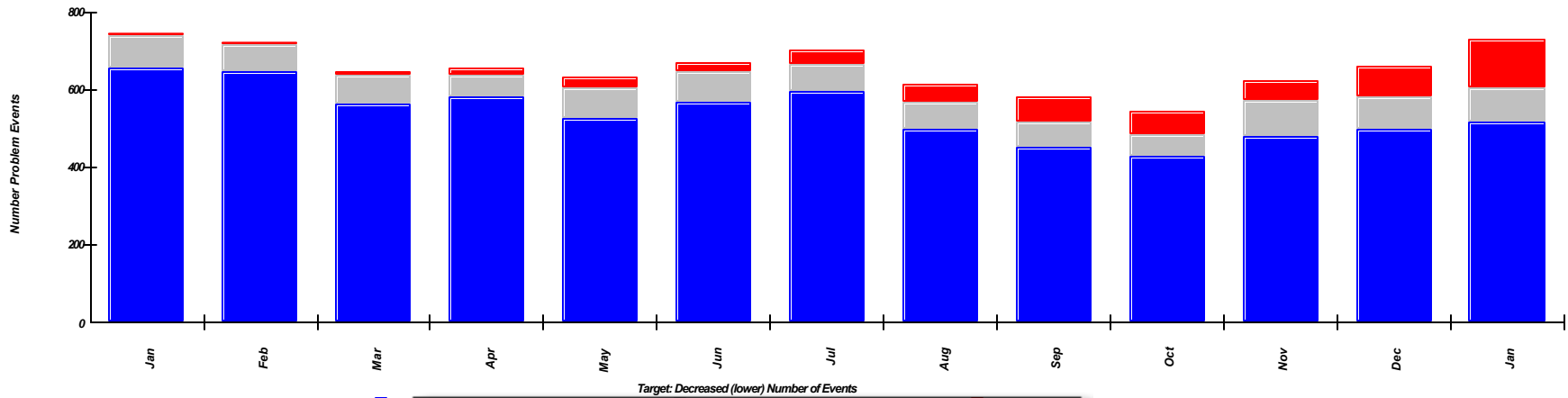
System Management

Number Reported Events/Problems - Nightly Batch

Number Problem Events

Target: Decreased (lower) Number of Events

Mon... Systems

(Actual Data)

■ # CICS   ■ # IMS
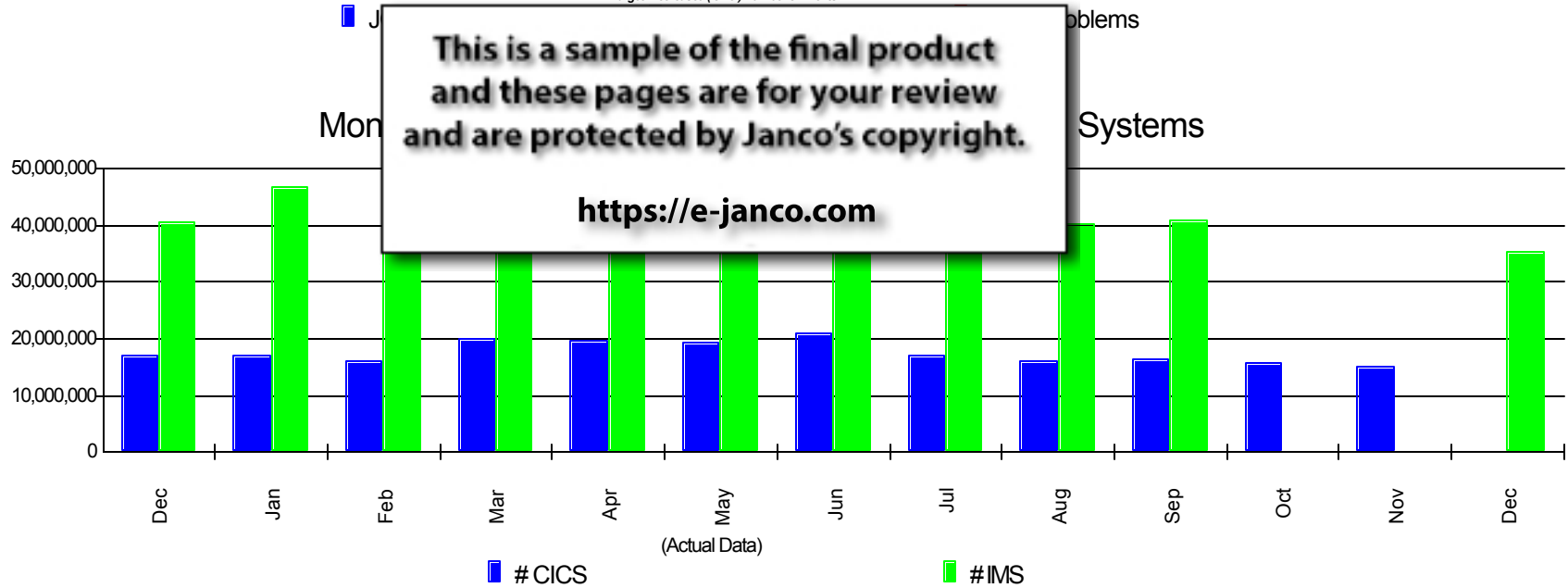
Chief Experience Officer (CXO)

Position Purpose

The Chief Experience Officer (CXO) is the executive responsible for the overall experience of customers, suppliers, partners, associates, and internal staff with an organization's products and services. The individual drives the enterprise's growth in the user experience arena. They oversee operations in all user experience sectors like marketing, image setting, mobile applications, social media, related technologies, virtual goods, as well as web-based management and marketing.

The CXO is not only a user experience expert but also a seasoned marketing, brand, and product manager. As the role is transformational, the CXOs is responsible for the adoption of consistent user interfaces across the entire business. As with most senior executive titles, the res   authority, depending on th

Problems

Th   g all revenue and profit-ge   efining the user experience architecture while balancing user experience assets and computing services with financial and marketing needs. Seamless integration of user experience assets from the customer, through product and service design, and management, reporting is a primary concern.

The overall user experience is the focal point for the CXO. The CXO's continued role is to assure the success of these areas while simultaneously minimizing costs and operational efficiencies.

Challenges include:

- ▶ Sparking energy, excitement, and action among people throughout the company.

- ▶ Taking the raw materials of company capabilities and working with the organization to shape them into experience offerings.

- ▶ Aligning the various elements of operations to fit into a cohesive whole through a customer-pleasing theme.

- ▶ Fighting for the needs, wants, and desires of customers and making sure that the company's offerings create value on behalf of each guest.

- ▶ Propelling the enterprises in transforming into becoming premier experience stagers with the ongoing ability to regenerate new and world-class offerings – which include the goods and services on which experiences are staged.