

SymphonyAI Summit SLA management

Service Level Management

The journey towards customer delight begins by setting the right expectations. As an enterprise level IT process, Service Level Management is all about designing and delivering IT services in accordance with the agreed service level targets (SLAs). Stated simply, it's a way to balance service quality with cost of delivery.

SymphonyAI Summit Service Level Management is an ITIL 2011 certified module that drives optimized delivery of IT services to the business. The process of defining the demand, monitoring performance, and reviewing opportunities for improvement enables IT organizations to identify and resolve misalignments and weaknesses. This ensures that the business receives optimal IT services and support required for gaining a competitive edge.

Key features

- **Service reports:** Extensive reports modules with dashboards to help users generate different kinds of reports for historical records, reporting the number of service level requirement records, and status. Also, it can create custom reports by using the report builder feature.
- **Escalations:** Provides both functional and hierarchical escalations.
- **Variou contracts:** Internal, Operational Level Agreements (OLAs) for inter-department, and Underpinning Contracts (UCs) for vendors and suppliers are supported.
- **Better communication:** Improves communication and service agreements with IT and business organizations
- **Better syncing:** All the supporting IT services can sync up better and work together to align their processes according to the service level agreements and the customer expectations.
- **SLA planning:** Defines service requirements with key business units.
- **Operational Level Agreement (OLA) planning:** Defines service requirements and dependencies between key IT groups.

Core benefits

- **Service reviews:** Service Reviews can be performed for services for SLAs, OLAs, and UCs where findings can be recorded and improvement areas can be identified.
- **Target and threshold definitions:** SLAs can be defined with targets and thresholds. Thresholds enable setting alerts when values are out of line, so that the SLA performance can be tracked to meet the SLA commitments.
- **SLA monitoring chart:** SLM charts can monitor the service achievements against the set SLA.
- **CSAT and feedback:** It supports gathering of customer satisfaction data and feedback to understand the customer pulse better.
- **Customer complaints and appreciations:** Customer complaints and appreciations can be also captured to improve the services.
- Service-based SLAs.
- Customer-based SLAs display multiple services provided to a single customer.
- **Measuring and reporting SLA on vendor incidents:** Managers can gain better control over vendor SLA performance, understand the impact of incidents and resolve issues related to vendors on the QoS delivered to customers.
- **Measuring OLAs and Incident Reporting:** Internal OLAs help to ensure that internal IT teams are accountable for their service level commitments and understand the impact of QoS delivered to customers.
- **Vendor SLA management:** Monitor and track SLA in terms of response and resolution times for vendor SLA calculation.
- Options to attach Service Quality Plan (SQP) and Service Improvement Plan (SIP)

SERVICE LEVEL REQUIREMENTS
SUBMIT CANCEL

Customer *

Summit

Location *

Bangalore STC

Date 2015-09-07 04:23:25 PM

Service Name *

database server

Status *

New

Description *

database server has to be mapped.

Department *

IT Servicedesk

Service Workgroup *

IT Application Services

Service Level Manager *

John Thomas

Service Handling

Telephone

Services Offered

test

New Service

DETAILS

SERVICE AVAILABILITY
PERFORMANCE
MAINTENANCE
TARGET
APPROVAL

Server

Entity List

INBESUMDEVDB01 [10.99.8.63]

INBE01SUV005 [10.99.8.48]

Service Catalog

Period *

Monthly Quarterly Semi-Annually Annually

No. of Interruptions*

2

Availability Threshold Target*

10.99.7.100

Scheduled No. of Downtime*

3

Utilization Target*

Notification Methodology*

Email Notifications

Effective Date*

2015-09-15 00:00

ACTIONS

CHANGE HISTORY

ATTACHMENTS

About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

Request a demo or contact us for more information:
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