Service Level Agreements and Performance Measurement

CITY OF HENDERSON

SERVICE LEVEL AGREEMENTS (SLA)

- A mutual understanding between the IT Department and the business departments regarding expectations for the resolution of IT incidents and service requests
- Contain a list of services, service targets and the responsibilities of involved parties

WHY NOW?

- Way to ensure that IT is working on the right things at the right time
- Metric to measure service delivery
- Tool to capture and analyze data for continuous process improvement

HOW WILL IT WORK?

- Each incident and service request is assigned a priority
- Priority is based on a combination of impact and urgency
  - Impact: The number of users affected by the incident or service request
  - Urgency: The type and scope of the incident or service request

PRIORITY MATRIX FACTORS

Urgency

- High
  - Business critical provided service is affected
  - System and / or service is unavailable
  - No workaround is available
  - System or service is degraded
- Medium
  - Non-business critical provided service is affected
  - Certain functions are unavailable to customers
  - May or may not have workaround available
  - System or service is degraded
- Low
  - Provided service is not affected

Impact

- High
  - Entire department, division or strategic users
- Medium
  - Small group of users (4 – 25) or single strategic user
- Low
  - Few (1 – 3) users

PRIORITY MATRIX

IMPACT			
HIGH Entire Department, division or strategic users affected	**High 2**	**Critical 1**	**Critical 1**
MEDIUM Small group of users (4 – 25) or a single strategic user	**Medium 3**	**High 2**	**Critical 1**
LOW Few (1 – 3) users	**Low 4**	**Medium 3**	**High 2**
	LOW Provided service is not affected	**MEDIUM** Non-business critical provided service is affected May or may not have workaround available	**HIGH** Business critical provided service is affected No workaround is available

URGENCY

Target	Critical (1)	High (2)	Medium (3)	Low (4)
Target Resolution	4 Hours	1 Business Day	4 Business Days	8 Business Days

WHAT IS NEW AND CHANGING?

- Service request system form to accommodate Priority / Impact / Urgency fields
- Eliminate unnecessary and redundant data
- Breach notification and escalations for past due service targets
- Priority changes limited to a small group with documented approval procedures

WHAT'S NEXT?

- Service Level Agreement document mutually approved and signed
- Three week baseline period
  - Discover, manage and mitigate inefficiencies
  - Modify system classifications as appropriate
  - Validate reports and data
  - Set baseline based on agreements
- Report on performance metrics

PERFORMANCE MEASUREMENT

- SLA metrics are part of performance-based management to promote continuous improvement in the delivery of technology products and services
- Provides transparency into the work effort for project and support related activities by demonstrating progress towards goals and objectives
- Demonstrates accountability of stewardship of City resources

PERFORMANCE METRICS

- Incidents and service requests resolved within service targets
- System availability for critical applications (excluding system maintenance)
- Customer satisfaction
- Ratio of work effort for projects and maintenance/repair/operations
- Employee morale