[Organization logo]

[Organization name]

SERVICE LEVEL MANAGEMENT PROCESS

Code:	
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Created by:	
Approved by:	
Confidentiality level:	

Change history

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document template

Table of contents

1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles, and activities of the Service Level Management (SLM) process.

[Organization name] uses the Service Level Management process to ensure that all current and planned IT services are delivered according to agreed achievable targets. This document is applied to all activities, processes, and documents included in the SMS.

Users of this document are all employees of [organization name], as well as all external parties who have a role in the SMS.

2. Reference documents

- ISO/IEC 20000-1:2018, clauses 7.5.4. e); 8.3.3.
- Business Relationship Management Process
- Incident Management Process
- Service Request Management Process
- Problem Management Process
- Capacity Management Process
- Service Availability Management Process
- Supplier Management Process
- Budgeting and Accounting for Services Process
- Information Security Management Process
- Continual Service Improvement Process
- Change Management Process
- Service Catalog Management Process

3. Process overview

[Organization name] uses the Service Level Management process to achieve the following goals:

- Gain a complete overview and control of the services that are provided, which include definition, documentation, agreement, monitoring, measurement, and review of the services and their respective agreements with the customer, i.e., Service Level Agreements (SLA)
- Provide a single point of contact toward both customer and organization where management for all issues regarding service level and future customer requirements
- Ensure that service level provided meets customer requirements
- Define and make agreements with internal service providers, i.e. Operational Level Agreements (OLA), and make sure that OLA targets meet the targets set in the SLA
- Review all agreements with suppliers and third parties involved in service delivery, i.e. Supplier contracts (see Supplier Contract in Appendix of Supplier Management Process), and make sure that they are aligned with targets set in SLA

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Commented [20A13]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09_Service_Design_Build_Transition_Processes / 09.1_Change_Management".

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- Proactively prevent service failures and identify opportunities for service improvements

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4. Process activities

4.1. Determining, documenting, and agreeing on SLAs

The Service Level Manager is responsible the following:
- Define and agree with the customer regarding which services from those included in the List of Services will be delivered to the customer

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> **Commented [20A17]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/ 07.1_Business_Relationship_Management".

> **Commented [20A18]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/ 07.2_Service_Level_Management".

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4.2. Monitoring service performance against the SLA

The Service Level Manager ensures that:
- Appropriate monitoring capabilities exist, including upgrade of existing or installation of new ones

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4.3. Reviewing and revising SLRs, SLAs, and Supplier Agreements

The Service level Manager is responsible for ensuring that SLRs, SLAs, and Supplier Agreements are up to

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respective SLAs, [Service Level Manager] instructs [Service Catalog Manager] to record the changes in the Service Catalog.

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5. Roles and responsibilities

[Job title] assigns the Service Level Manager role.

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Responsibilities of the Service Level Manager:

- Responsible for reporting and managing information
- Manages work of Service Level Management staff
- Develops and maintains Service Level Management process and procedures
- Informs involved parties about changed business needs and service level parameters
- Negotiates, agrees to, and documents the SLA
- Ensures that Supplier Contracts are in line with SLA requirements
- Initiates, organizes, and documents service reviews
- Ensures that SLA review is performed annually
- Establishes, maintains, and develops relationships with customers, supporting teams, and all other stakeholders

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6. Measurement and reporting

The Service Level Manager is responsible for the following:

- Define and review annually the Critical Success Factors (CSFs) that support the current SMS objectives defined in the SMS Plan and corresponding Key Performance Indicators (KPIs) that can be used to monitor the progress on the achievement of the CSFs
- Document the selected CSFs and KPIs in the Matrix of Process Measurements
- Ensure that measurements are taken according to the defined frequency and document the result in the Matrix of Process Measurements
- Produce [monthly] reports and send them to the interested parties
- Produce [quarterly] and [yearly] summary reports
- Based on measurements, identify any aspects that require improvement

Whenever the SMS objectives are updated in the SMS Plan, the Service Level Manager reviews and updates the CSFs and KPIs in the Matrix of Process Measurements to reflect the new objectives.

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7. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
Service Level Agreement	[tool name]	[job title]	Service Level Manager has the right to add/change the record.	Until contract validity, and then archived.
Service Report	[tool name]	[job title]	Service Level Manager has the right to add/change the record.	Reports are kept for [3 years].

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Customer Agreement Portfolio	[tool name]	[job title]	Service Level Manager has the right to add/change the record.	Until contract validity, and then archived.
Service Level Requirements	[tool name]	[job title]	Service Level Manager has the right to add/change the record.	Documents are kept for [3 years].

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8. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

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9. Appendices

- Appendix 1 – SLA Template
- Appendix 2 – Service Report
- Appendix 3 – Customer Agreement Portfolio
- Appendix 4 – Service Level Requirements

[Job title]
[Name]

_____
[Signature]

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