



REMEDY®

Service Level Agreements

Ensuring IT Service Levels that Exceed Expectations

With Remedy Service Level Agreements, you can track SLAs closely to determine the effectiveness of IT services. As a result, you can align IT services with business goals and derive maximum value from IT investments.

In today's world, a company's success is integrally linked with its Information Technology (IT) services. Any disruptions or degradations in IT service can cause serious, even catastrophic, damage to business. As a result, IT professionals are under considerable pressure to ensure that required IT service levels are delivered to users. Considering the complexity and dynamic nature of today's enterprise networks, it can be quite a challenge to achieve the high levels of service users require—and demand.

Remedy Service Level Agreements, a part of the Remedy IT Service Management Suite for the Enterprise, helps you meet these challenges. This application provides an advanced set of tools to help your IT staff clarify and establish service standards and commitments in the form of service level agreements (SLAs). Once implemented, Remedy Service Level Agreements also lets you perform proactive, up-to-the-minute SLA management to ensure that you meet or exceed expectations.

Using Remedy Service Level Agreements, IT staff can handle the entire range of service level agreement management processes, from defining SLAs and monitoring compliance, to collecting and analyzing performance data, addressing problem areas, and continually refining the services offered. As a result, you can manage what matters by keeping IT service delivery closely aligned with business requirements and continually improving service quality.

Enabling the Business to Drive IT Service Levels

Creating and implementing effective service level agreements that guarantee a specific level of service—for every department, every person, and every IT asset, under every circumstance—takes careful planning. Not only do service providers and their customers have to negotiate and agree to a certain level of service, but they have to decide what types of processes or requests fall under the SLA, how and when the SLAs will be measured, and what actions need to be triggered when specific milestones are met to ensure that service commitments are kept.

Using Remedy Service Level Agreements, you can automate all of these steps to establish, configure, and document IT service levels with data and processes that are specific to your organization, beginning with the type of SLA you choose to create:

- **Time-based SLAs:** These SLAs measure how long it takes to complete a process, such as a response or resolution time SLA. For example, IT commits to Engineering that they will respond to urgent help desk tickets within 30 minutes and will resolve urgent incidents within one hour of logging the request.
- **Availability SLAs:** These SLAs measure the time that an asset or service is available—or unavailable—and sets a commitment to either keep that asset or service available for a certain amount of time or minimize the frequency and duration of unavailability. Availability SLAs can be measured in terms of percentage of time available, total number of times that an asset or service is unavailable, or total down time that tracks the duration that an asset or service is unavailable. For example, IT commits that a group of servers will be up and running 90 percent of the time for a period of six months, and that the asset cannot be down more than five times every six months.
- **Threshold SLAs:** These SLAs compare incoming data or thresholds to the goal defined in the SLA to determine if the SLA is met or missed. Threshold SLAs keep track of any metrics that are specified, such as application response time or disk space usage.
- **Event-monitoring SLAs:** With this SLA type, you can track data that is recorded by an external monitoring tool and submitted to your Remedy solution. Event-monitoring SLAs use the data from event-monitoring products, such as BMC Software's PATROL®, to capture the availability of a service, asset, or other item. For example, an external monitoring tool can submit records to an SLA that contain data matching the available or unavailable criteria defined in that SLA.



The Remedy IT Service

Management suite includes:

- Remedy Help Desk
- Remedy Asset Management
- Remedy Change Management
- Remedy Service Level Agreements

You can increase the value of your investment with these

IT-specific options:

- Remedy Link 1.4 for Microsoft Project 2000
- Remedy Discovery Service 1.0 for Tally TS.Census
- Remedy Discovery Service 4.1 for Microsoft SMS 2.0.

and these Action Request System (AR System) options:

- Remedy Flashboards*
- Remedy Wireless
- Remedy Link for Palm Powered™ Handhelds

Within each SLA, you can also specify service commitments by individual occurrence, as well as over time. For example, you may decide that each help desk incident needs to be resolved within four hours, and that over the course of a month, 98 percent of all help desk incidents must be resolved within that same four-hour goal. By using Remedy Service Level Agreements, and working with your business users to establish these commitments, you can intelligently align IT services with business goals, set priorities based on business context, and ensure appropriate IT service levels are maintained.

Intuitive User Interface Streamlines SLA Creation and Extensibility

While you can use Remedy SLA to automate the steps involved in defining, creating, and maintaining service level agreements, you can also use the Service Level Agreements tab in the SLA Console to review, search, copy, and remove SLAs, as well as configure them into SLA groups. Users can also view a list of operational level agreements (OLAs) and underpinning contracts that are tied to individual agreements.

The SLA Console also contains the Catalog tab, which can be used to view a catalog of SLA bundles that provide price and other related information about the set of individual SLAs associated with each bundle. These bundles can be used to show sets of service levels the IT or Customer Support organization has to offer. The Catalog tab also shows the price that is associated with a certain SLA bundle, enabling the service provider to track what price they want to apply to a bundle of SLAs for a particular business unit or customer. Each SLA bundle contains information about the related SLAs that are included in the specific bundle. For example, the Catalog might contain SLA bundles of type Gold, Silver, or Bronze, where the Gold bundle provides the highest level of service at the greatest cost to the customer, while Bronze offers the lowest service levels and costs.

As a best practices service-measuring tool, Remedy Service Level Agreements also includes several other options that simplify SLA usage. SLAs can be exported from one server and imported to another, thereby streamlining the process of deploying SLAs from a development server to a production server. Remedy SLA can also copy existing SLAs, letting you modify the fields as required. All the information that is associated with the SLA is copied into the new SLA, providing a quick and easy way of creating new SLAs that are similar to existing ones. SLA groups can also be created to allow one SLA to

inherit measurement data from a similar SLA from the same group. As the subsequent SLA is established, the original SLA is replaced. Such flexibility allows you to accurately gauge the time it takes to complete work on an SLA from start to finish.

Defining Business Processes with Flexible Milestones and Actions

Remedy SLA provides functionality that will alert you when an SLA is in danger of being missed. With a built-in escalation process, Remedy SLA lets you create milestones or thresholds to trigger actions—such as alerts, emails or pages, escalations, and reassignments—that will be initiated when service standards and commitments are at risk. You can specify when to escalate an issue, to whom it should escalate, and by what means, as well as how frequently notifications should be delivered. These actions can be performed discretely or in a recurring manner until appropriate actions are taken to make sure that the commitments are met. You can even define one or more actions to be triggered with a particular milestone. For example, you can set up a milestone to occur after 50 percent of the time towards the goal has passed, and recur every fifteen minutes until someone has responded to the request. Meanwhile, you can have another action that pages staff every five minutes until action is taken after 75 percent of the SLA commitment time has elapsed.

The inherent flexibility of Remedy Service Level Agreements allows you to follow your organization's own unique business rules in defining all these actions. You can identify the thresholds for notification, the rules for determining whom to notify, and the rules for escalating and reassigning. With Remedy Service Level Agreements, you can monitor and manage IT service delivery to ensure that you meet or exceed agreed-upon service levels.

Monitor Performance to Meet or Exceed Expectations

Remedy Service Level Agreements includes flexible tools that enable you to perform proactive management of service level agreements. With the application, you can track service performance by individual occurrence and through cumulative measurements taken over time. Through cumulative performance targets, you can measure how often you will meet your SLA commitments from effective date to expiration date. For example, IT commits to Engineering that the SLA will guarantee a response time of four hours for urgent help desk cases. The performance target specifies how often you will meet the four-hour com-

mitment, such as 98 percent of the time from the effective date of the SLA until the expiration date. Whenever performance drops below your specified threshold, you and your team can be notified to avoid missing the overall committed SLA.

You can also specify continuous monitoring or set up periodic reviews to check commitments at selected intervals, such as daily, weekly, or monthly. Through periodic performance reviews, you can monitor performance of the SLA over a shorter length of time instead of the entire life of the SLA. It splits the effective life of the SLA into smaller, recurring review periods so performance for a given time period can be monitored. You can add a maximum of four recurring review periods, such as weekly, monthly, quarterly, and yearly, for each SLA. You can also update performance data anytime without having to wait for the scheduled review to occur and obtain current performance data.

Service level managers and business relationship managers can track SLA performance and monitor progress through a graphical, dynamic display console and the use of Remedy Flashboards®. At a glance, Flashboards shows managers how service levels are actually performing against commitments—graphically, dynamically, and in real-time. Remedy Service Level Agreements also provides access to reports that help the IT staff identify trends, address potential problem areas, and continue to meet service expectations.

Remedy Service Level Agreements and ITIL Service Level Management

As a result of Remedy's long history in Service Management, and the experiences of more than 10,000 customers worldwide, Remedy Service Level Agreements supports the best practice methods and terminology of the IT Infrastructure Library (ITIL®) approach to Service Level Management (SLM). Included in the Remedy Service Level Agreements application are a variety of integrated and automated out-of-the-box best practice capabilities that have been specified by ITIL as supporting Service Level Management, including:

- Easily definable service level agreements between IT, customers, and any external resource
- Ability to create a variety of SLAs, including time-based, availability, event-monitoring, and threshold-monitoring goals
- Tracking of all service desk requests to contractual service level parameters to ensure service commitments are met or exceeded

- Customizable escalation processes based on milestones or thresholds that proactively trigger alerts prior to service levels being violated
- Extensive out-of-the-box reporting, as well as an integrated graphical interface that shows real-time status and performance of IT services compared to service level agreements
- Continuous performance monitoring through built-in best practice reports, targeted reports for particular processes, such as incident or change management, and customizable reports that focus only on data that is relevant to the viewer

In total, these capabilities, implemented with the ITIL framework, provide a solution that delivers a tiered response system, manages customer expectations and service delivery, and encourages the customers to view the IT organization as a “service business.”

The Power of Integration

Remedy Service Level Agreements is an integral part of the Remedy IT Service Management Suite for the Enterprise, which also includes Remedy Asset Management, Remedy Help Desk, and Remedy Change Management. As part of the suite, Remedy Service Level Agreements can be leveraged by the other applications to help you optimize Service Delivery and Support, as defined by ITIL. Remedy Service Level Agreements can even monitor and measure the levels of service provided by the other solutions in the suite. Whether used alone or in conjunction, all of these products are critical components of a consolidated service desk solution that provides a thorough understanding of the relationships and dependencies embedded in your business environment.

Remedy Service Level Agreements also integrates with any application designed using Remedy Action Request System®. Remedy SLA can be quickly and easily configured to monitor services or issues or anything else you're tracking in your custom AR System® application.

Minimum System Requirements

- AR System version 5.1.2 or greater
- Relational database
- 512 MB server RAM
- 120 MB server disk space
- 300 MB DB space
- 300 MB DB transaction log or rollback segment

To take advantage of Web capabilities, you must meet the necessary systems requirements for the AR System 5.1.2 Web-Tier (Mid-Tier).

About Remedy, a BMC Software company

Remedy, a BMC Software company, delivers Service Management software solutions that enable organizations to automate and manage internal and external service and support processes. With more than 10,000 customers worldwide, ranging from small and medium businesses to geographically distributed enterprises, Remedy delivers software solutions that help customers to align service and support with business objectives, improve service levels, manage assets, and lower costs. All Remedy out-of-the-box, best practice applications, including Remedy IT Service Management for the Enterprise, Magic IT Service Support for the Small & Medium Business, and Remedy Customer Service and Support, are built on highly flexible platforms, empowering customers to easily adapt their Service Management solution to unique and changing requirements. Remedy. Your Business, Your Way.™

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