Service Level Management

This section describes the tables that control the functioning of Service Level Management (SLM) in Agiloft. There is additional discussion about how SLM is applied in the pages describing the different request tables, particular in the sections on Service Requests and Incidents.

The main tables related to Service Level Management are listed here.

Table name	Description
SLAs	This table holds a record for each negotiated Service Level Agreement between the IT department and its customers. SLAs are made available to one or more SLA Customer Groups. Each user is assigned to an SLA Customer Group and that defines the set of services available to that user. For more information, see Service Level Agreements.
SLA Targets	This table holds a target record for each combination of SLA, Priority, and Request type that defines the expected Response Time, Warning Time, and Resolution time. Targets are applied to specific service requests or incidents based on the SLA and the priority of the request or incident, and then are used to manage escalation and notifications. Each SLA has multiple targets. See more details in SLA Targets.
Underpinning Agreements	This table holds a record for each Operational Level Agreement or Underpinning Contract between the IT Department and internal company teams or external service providers. These records detail the scope of the service to be provided, the team responsible for providing the service, and any specific task templates to which the Operational Level Agreement (OLA) or Underpinning Contract (UC) will apply. It will also have multiple OLA Targets, for every combination of priority available for the tasks to which the Underpinning Agreement will be applied. For more information, see Underpinning Agreements.
OLA Targets	This table holds a target record for each possible priority for the tasks that will be assigned to an underpinning agreement. The OLA Target will be applied when tasks are assigned to set the due date, warning date, and response date for the task, so the performance can be measured against that target.
SLA Customer Groups	SLA Customer Groups represent a set of users who will have specific SLAs negotiated on their behalf. All customer groups are linked to any SLAs whose Type is Corporate, while Service-Specific or Customer-Specific SLA's may be created and assigned to just one or more SLA Customer Groups. See SLA Customer Groups
Surveys	A link to a Survey can be sent out with every service request and incident with a very simple questionnaire, and the information is gathered to assist in measuring service quality. See Survey Management for details on how surveys are configured and managed.
Service Improvement and Quality Plans	This table manages both service improvement plans and service quality plans. These records can be linked to the CSI register and to customer surveys for further support. For more information, see Service Plans and CSI Register.
CSI Register	The CSI register acts as a log for gathering service improvement information and opportunities. CSI records can be linked into the Service Improvement and Quality Plans. For more information, see Service Plans and CSI Register .