SLA TARGET CALCULATION IN 4me

1. RATIONALE

The purpose of this document is to provide a brief introduction to the calculation of targets for requests in the 4me application service.

2. TERMINOLOGY

Service Hierarchy

4me makes it possible to define service hierarchies. Once a service hierarchy has been defined, it is used (among other things) to calculate the target for requests. A service hierarchy is made up of service instances that are linked together using service level agreements (SLAs).

Service Instance

A service instance is a specific environment that provides the functionality of a service. The SAP Europe Production environment, for example, may be defined as a serviceinstance of the SAP service. It provides the functionality of the SAP service, but its availability needs to be tracked separately from the SAP North America Production instance and the SAP Europe Q/A instance. The customers using the SAP Europe Production service instance are typically different from the customers of the SAP North America Production and the SAP Europe Q/A service instances. That means that issues with SAP Europe Production should not be included in the SLA reports for the customers of SAP North America Production. If no SLAs have been established for SAP Europe Q/A, then the incidents that have been reported against this service instance should not affect any SLA report.

SLA

An SLA can be established between the business and its local IT support organization for a specific service. This is an end-to-end SLA. Each end-to-end SLA specifies which instance of the service is used to make the functionality of the service available to the business. The people who are covered by an SLA can be limited to specific departments, specific sites, or specific individuals. In 4me, the SLA entity is also used to register operational level agreements (OLAs) and underpinning contracts with external service providers. Such SLAs do not cover business users, but support (or underpin) service instances. A central IT support organization could, for example, provide a cluster and a database for the SAP Europe Production service instance. In this example, an SLA is registered in 4me between central IT and local IT for the server cluster service instance and another for the database service instance.
Taking this example one step further, the database administration team of the central IT organization has outsourced the storage for its database service to an external service provider (ESP). This ESP has committed to an SLA (or underpinning contract) for the storage area network (SAN), another service instance that it maintains for this purpose.

SLA Target Calculations Example

4me is capable of tracking both response times (how long it took for someone to start to work on a request) as well as resolution times. In the example below, we shall focus only on the resolution times. It is possible to define a different time zone at each level in the service hierarchy (in each SLA, in fact). The example below does not require different time zones to be taken into account.

10:00 – An end-user submits a Top-impact incident for SAP. The incident is assigned to the SAP support team of the local IT organization that is responsible for the SAP Europe Production service instance. The SLA between the business and local IT for this service instance requires this incident to be resolved in nine support hours. The support hours for the "Top" impact level are defined in this SLA as Monday – Friday, 9:00 – 17:00 (CET). That is why the resolution target for the local IT team is 11:00 (CET) the next day.

13:00 – The local SAP support team passes the request to the central IT support organization because they have determined that it is an issue with the database.
The impact is still "Top" and, for this impact level, the database administration team has committed to a resolution target of eight support hours. The support
hours are defined as 24x6, Monday – Saturday (CET). The clock starts for this SLA at 13:00, so the resolution target for the database administration team is 21:00 (CET).

18:00 – The central IT database administration team changes the service instance in the request to the SAN that is provided by an ESP. The request is automatically assigned to the local storage team of this ESP. The impact level is still "Top". The SLA between the central IT support organization and the ESP specifies that it should resolve service outages within four support hours and its support hours are 24x7. Because the request was assigned to the ESP at 18:00, the resolution target for the storage team is 22:00.

21:30 – The storage team of the ESP has resolved the request and sets its status to "Completed". The clock is now stopped for the ESP. The 30 minutes that they still had left remain available. If the request is reopened and assigned to the ESP, they still have 30 minutes to resolve it within target. Upon saving the request with the status "Completed", the request gets reassigned to the database administration team of the central IT organization. The clock of the SLA between central IT and local IT is still ticking. The same goes for the SLA between local IT and the business.

22:00 – The database administration team of the central IT organization sets the status of the request to "Completed". This causes the request to be returned to the SAP team of the local IT organization. Now the clock is stopped for its SLA with local IT. The clock of the SLA between the ESP and central IT remains stopped. The clock between local IT and he business is still ticking.

Because the database administration team should have resolved this request at 21:00, it has violated this target by an hour.

9:00 (next day) – The SAP team of the local IT organization verifies the solution and explains (in terms that the end-user will understand) that the request has been resolved. The request is saved with the status "Completed" and the end- ser is automatically informed of the solution by email. This stops the clock for the SLA between local IT and the business (i.e. the end-to-end SLA).

Because the target for local IT was noon, they stayed comfortably within target and still have three hours available in case the request is reopened.

4. SLA REPORTING

When the customer of the SAP Europe Production service instance looks at the SLA report after the scenario of the example has been completed, the report will show that the resolution target of this request was not violated. When the SAP support team looks at the SLA for the database instance, it will see that the database administration team of central IT violated its target for the request.

When the database administration team looks at the SLA for the SAN, it will see that the ESP did not violate its target.

5. MULTIPLE TARGETS

The example demonstrates that multiple targets can exist for a request at the same time. The resolution target of the local IT team may be different from the target of the central IT team. If the request is currently assigned to the central IT team, then the target for this team is displayed in the request.

If a response target was defined in the SLA for which the central IT team is responsible and work has not yet started on the request, then the response target for this team is displayed in the request. As soon as a specialist of this team starts to work on the request, the resolution target for the central team is displayed in the request.

The other targets are still visible within the Affected SLA section of the request. The Affected SLA section is where the links between the request and the SLAs are listed.

6. STOPPING THE CLOCK

4me automatically stops the clock for an SLA when the request is set to one of the following status levels:

• Declined

• Waiting for Customer

• Completed

If the status is set to one of these values, the clock stops ticking for the SLA for which the current assignment team is responsible. If there are other SLAs related to the request, which are higher up in the service hierarchy, then these clocks will continue to tick and the request is returned to the IT support organization that is one level up in the
service hierarchy.

For example, when a request is set to "Completed" by a team of central IT, then the request is returned to the responsible team in the local IT support organization with the status "Assigned". The local IT organization can then check the solution information (and translate it as needed) before setting the status to "Completed". At this point, the clock is also stopped for the SLA between local IT and the business and the requester is informed of the solution via email.

About 4me

4me allows an organization's internal and external service providers to collaborate seamlessly, while level of service that each party provides is tracked in real time. The unique features that 4me provides for Service Integration and Management (SIAM) dramatically improve the success of selective outsourcing. The self service capabilities of 4me make it possible for organizations to offer their employees onlne support for any type of question, issue or order. 4me makes it easy for all functions that support the core business - such as IT, HR and Finance - to increase their support efficiency and, in turn, improve the productivity of all employees.