OLA Element Discovery Working Team

Action Item
Ann took an action to mock up the OLAs for the Service Activation, move or change service.

The team had reviewed the group/unit OLA and service OLA templates. There was confusion as to how the group OLAs would work with the service OLAs and then, how the service OLAs were different than the SLAs. Linda drew a picture where service OLAs were made up of elements of group OLAs and each group OLA identified which services they participated in. The service OLAs are different from SLAs in that the service OLAs are internally facing with all the elements of the service in place. This provides for a way to document the process in which the service is delivered.

Rich handed out existing service documentation for Network Services. We tried adding the data provided to the group/unit OLA. The General Overview section was pretty intuitive. We added the service “service activation, move or change”. The issue of granularity came up often from here on out. We toggled between the service being “Network Jacks” and “Service Activation, move or change”. We decided to pursue Service Activation, move or change.

For Section 2, Parties Responsible we didn’t go over in any depth. Hours of coverage were glossed over as well.

For Section 3, Elements, Charges and KPIs we worked the information that Rich had for us. We decided to use the word “Element” vs “Component” for section 3.1 and the table. We dissected the information that Rich brought and came to the conclusion that this was an SLA which is customer facing. We were able to get to the work that Network Services was actually responsible for once a work order comes in. We talked about the roles and responsibilities of the customer. They need to provide the correct information and a FOAPAL. This is not Network Services responsibility; it is part of the service request. Because the information is laid out in an SLA format, the OLA information was a bit allusive. We got to the nuts and bolts of what Network Services provides for the service and again discussed granularity.

For this service, we identified 3-4 service providers involved in the delivery of this service; whether they are active or not each time the service is requested. They are Network Services, Business Services, Help Desk and Service Management.

Our discussion turned to how to support internal tools via this method when no SLA would exist but an internal SLA or OLA would be needed. ITRequest is one example. The OLA for the service would need to reference each of the core services necessary to the maintenance and support of internal and external applications. Some applications
have similar levels of support and escalation, others have specific levels of support and escalation; they all have different contacts. We need to figure out how to organize these.

Ann took an action to mock up the OLAs for the Service Activation, move or change service.