SLA Element Discovery Work Group Notes
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Two SLA templates
  • Global SLAs
  • SLAs for individual services

Service Descriptions
Response time – ticket assigned and given priority
Status for incidents based on priority
Baseline response time for support center and service providers
Communication process for Global outages

Caveats: Success disaster, expectation setting during information gathering

CRM re:
  • response times
  • What information do clients want/need?

Service SLA
  • Service Category
  • Description
  • Contact and hours info
  • Response time
  • Prioritization
  • Escalations
  • Reporting on service levels
  • Cost