SLA Workgroup Meeting  
February 12, 2007  
Attending: Andrea, Brian, Eric, John

Reviewed the two elements of the SLA Template

- Global Agreement establishes clear expectations and builds continuity and stability
- Service Level Agreements for individual services that evolve with the Service Catalog

Discussed a model of graduated granularity that begins with detailed processes that inform OLAs that work together to describe SLAs for services included in the Service Catalog that is referenced in the Global SLA (whew!) Will try to develop a better diagram but it would go something like this….

```
   Global SLA
    ^
  Service Catalog
    ^    ^
Service SLA Service SLA Service SLA Service SLA Service SLA
    ^    ^    ^
OLA OLA OLA OLA OLA OLA OLA OLA OLA OLA OLA OLA
    ^    ^    ^    ^    ^    ^
process process process process process process process process
```

**Question/issue:** What part of the DDLSA Project is responsible for knitting together the processs>OLAs>SLAs in their various permutations?

Also discussed what service level is committed to in the Global SLA and the role of support center as incident steward as it makes its way to resolution. Agreed that global SLA should commit to a time to classification – ticket has been touched by human hands, assigned a problem type and priority. Agreed that response time definitions should be consistent across services, that priority 1, 2, 3 should always mean the same thing.

**Conclusions and Next steps**

- We can achieve some consistencies in language and presentation by adopting the outline (table of contents) for the OLA template and applying more general descriptions of the categories to the Global SLA Template.
- Like the format Yale Desktop SLA [http://www.yale.edu/support/dsp/dsp_sla.htm](http://www.yale.edu/support/dsp/dsp_sla.htm)
- Andrea will check Aaron’s availability to begin to mock-up the Global Template blending the SLA Element Discovery with the OLA template outline and draws features from the Yale page (left nav, printable version, etc.)
- Next will be defining gaps in the existing service pages to determine what needs to be added to create service levels -- the assignment of measurable metrics.