

Putting your customers first: Designing a client friendly SLA

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UC Berkeley IT Environment

- Many IT organizations on campus: IST, CSS IT, SAIT, ETS, Library, Business School, Law School, College of Engineering, etc.
- Campus wide 245 IT services
 - Of which 16 services are provided by ETS
- No agreement on campus wide SLA framework
- Campus wide IT Service Management efforts: OneIT + ServiceNow adoption
 - Incident Management
 - IT Service Catalog
 - Knowledge Base

What do you mean by SLA?



Service **RECOVERY** Provider
SLA DELIVERY TERMS client LEVEL MEASUREMENT Agreement




Service Level Agreement - standard

SLA Stage	Description	Standard met on receiving OPI
1.	Computing quotation and options	30 minutes
2.	Communicating options to broker	45 minutes
3.	Contract client to send the solution	45 minutes
4.	Updating the broker	60 minutes
5.	Making documents to customer	Same day
6.	Mobile continuation to customer	Same day
7.	Chasing documents	2 days later (urgent)
8.	Final chase to client	4 days later (urgent)
9.	Regular Broker updates on processing stage	Immediate update on changes to status
10.	Valuation in	
11.	Manage revaluation/contract cancelled	
12.	Loan completed and sent to client	Same Day, all received from broker
13.	Commission and statement sent	Within 14 days of loan completion
14.	Broker service feedback	



Metric	SLA Compliance Rate	SLA Attainment Average Accepted
Hours of operation	7x24x365	100%
Holiday Support operation	Full Compliance	100%
Average Speed of Answer (ASA)	<20 Seconds	
Abandonment Rate	<5 %	90%
Service Portal Response Time	90 Minutes	
First Call Fix Rate	85% of the tickets defined as solvable by the Help Desk	
Response, Follow-up and Restoration Time for incidents according to severity of issues	Fully compliant to Appendix X Severity - SLA Matrix	100%
Customer survey score	>90% as very satisfied	100%

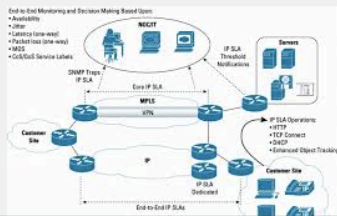


SLA Targets
Set Service Level Targets for each ticket priority

Priority	Respond within	Resolve within	Operational Hrs	Escalation err
Urgent	30 Minutes	4 Hours	Business Hours	ON
High	8 Hours	1 Day	Business Hours	ON
Medium	1 Day	3 Days	Business Hours	OFF
Low	3 Days	1 Week	Business Hours	OFF



Priority	Critical	High	Medium	Low
Priority 1	Critical	High	Medium	Low
Priority 2	High	Medium	Low	
Priority 3	Medium	Low		
Priority 4	Low			



	Mechanical Properties				Thermal Properties		Description
	Tensile Strength (ASTM D 638) (PSI)	Elongation at Break (%)	Flexural Modulus (ASTM D 790) (GPa)	Flexural Strength (ASTM D 790) (PSI)	Heat Deflection Temp (HDT) (°C)	Heat Deflection Temp (HDT) (°F)	
SL2000	5510-6280	14-22	220-300	75-90	144	129	Gray
SL7870	5470-8050	10-20	286-333	9400	118	-	Clear
SL7910	3200-7400	10-20	275-348	8510-10000	124	-	Opaque White
SL5500	6800-8000	1.3-2.9	507-527	13900-15700	338-482	238-249	Clear Amber

What do you mean by SLA?

Client experience

- Most clients do not know what is an SLA
- Clients do not know what to expect when they engage services
- SLAs are not transparent to clients
- Not every service has an SLA
- SLA need to be measurable

Why a client friendly SLA?

To become our client's preferred educational technology services provider

by

Setting clear expectations regarding services provided to both service provider and clients

The client friendly SLA

Publish a client facing fact sheet (known as Service at a Glance) for each of the 16 services Educational Technology Services (ETS) provide to the campus community.

Service at a Glance (SaaG) provides information to clients about what they can expect when interacting with ETS services in a consistent and easy to understand format.

Creating “Service At a Glance”

- Gather current SLA information from each of the 16 ETS Services
- Standardize SLA content
- Design format for webpage
- Document framework

Standardize SLA content

SLA component	Predefined values	Parameters
Contact Us		Exists in a separate section and will remain unchanged for this project.
Service or System Availability	<ul style="list-style-type: none"> Varies 24/7* Walk in: 8am-5pm Monday - Friday* Phone: 8am-8pm Monday - Friday* <p>*Except during scheduled maintenance or holidays</p>	<p>Predefined values are the most common values seen across services.</p> <p>The availability of the system or service for client use, i.e. online systems typically have an uptime and is available 24/7. While drop in computer labs are open for staff drop in during set hours.</p> <p>This is different from support hours, which is when we are available to respond to support needs.</p>
Initial support response time	<ul style="list-style-type: none"> No longer than 1 business day 	<p>Intended to help clients understand when they can expect a person from our teams get back to them after submitting a help/support request.</p> <p>More consistently used by online systems-services under the TLS umbrella.</p>
Services and Offerings		Will be unique to each service.
Eligibility	<ul style="list-style-type: none"> Instructors Instructors and Students Instructors and Staff Instructors, Students, and Staff Instructors, Students, Staff, and General Public Faculty, Graduate Students, and Academic Support Staff 	Describes the direct users of the service.
Rates	<ul style="list-style-type: none"> Ongoing operations support is free of charge. Varies 	<p>Costs or fees to use the service.</p> <p>"Varies" will general link to a rates/cost page is available.</p>
Service Level	<ul style="list-style-type: none"> Standard Enhanced Premium 	<p>Help set expectations with clients on what level of engagement/service they can expect from us.</p> <p>See section below for descriptions for each level.</p>
Service Owner		Service Lead or Service Manager.

Setting Expectations: Clients and Service Provider

Service Level Descriptions

Internal Service Level Descriptions

Here are the Service Level definitions to be used internally among staff -

Service Level describes the service experience we provide to clients.

Service Level	Description for level of engagement between service team and clients
Standard	Do it yourself. Clients use the service with personnel available for assistance or minimal system configuration.
Enhanced	Service offerings adapted to client needs. Service Team dedicates between 25-50% of team (FTE) resources coordinating and producing deliverables with clients.
Premium	Full service provided to client's specifications.

Client Facing Service Level Descriptions

Here are the definitions written to a client's perspective -

Service Level describes what you can expect from our services.

Service Level	Description
Standard	You have open access to use the service or system. We have personnel available to help if you have any questions or need minor tweaks made.
Enhanced	We help you adapt the system or service to your needs. We are available for one-on-one consultations and workshops, or to coordinate the appropriate resources to help you accomplish your goals.
Premium	Tell us what you want and we will get it done.

Instructional Equipment Checkout

View Edit

DISCOVER SERVICES

- ▶ All Services
- ▶ Academic Integrity
- ▶ Assistive Technology
- ▶ bCourses
- ▶ bCourses Project Sites
- ▶ Berkeley Audio Visual
- ▶ Berkeley Video
- ▶ CalCentral
- ▶ Classroom Tech Support
- ▶ Clickers
- ▶ Course Capture
- ▶ Course Evaluations
- ▶ Design and Engineering
- ▶ Drop-in Computer Facilities
- ▶ Instructional Computer Facilities
- ▶ **Instructional Equipment Checkout -**
 - ▶ Instructors Getting Started
 - ▶ Accessibility Info
- ▶ KALX Radio
- ▶ Micro Studio



January 13, 2016

[bCourses Updates: January 13, 2016](#)

December 21, 2015

[bCourses Updates: December 21, 2015](#)

[News Archive](#)



Instructional Equipment Checkout provides instructors additional technology beyond the standard equipment in General Assignment and department classrooms across Berkeley.

If you are assigned to a general assignment or department classroom and you need additional technology, ETS can help. We provide equipment checkout to supplement the standard General Assignment technology and provide solutions for other rooms that might require display (AV) or other technology. Additionally, we also provide Assistive Technology equipment to support students who require [assistive listening](#) support in classrooms.

Equipment maybe be [checked out](#) for specific dates or an entire semester, based on your teaching needs. Checkout is limited to instructors and intended for use during class only. Graduate Student Instructors (GSIs) will be provided equipment for courses they teach with verification from the instructor of record. Review our [Getting Started](#) page for additional information and details.

We currently do not checkout equipment to students or organizations. Groups meeting in General Assignment classrooms may utilize the equipment in the room.

We are available for in-person equipment consultations and usage instructions or you can check our [equipment page](#) for how-to guides.

Service at a Glance

Service Availability	Walk in: 8am-5pm Monday - Friday* Phone: 8am-8pm Monday - Friday* #
Services and Offerings	Equipment checkout for specific dates or entire semester.
Eligibility	Instructors
Rates	Ongoing operations support is free of charge.
Service Level	Standard - You have open access to use the service or system.
Service Owner	Jon Crumpler

* Except holidays.

SERVICE CATEGORY

[Audio Visual](#)
[Classroom Technology](#)

Contact Us

- avsupport@media.berkeley.edu
- 510-643-8637
- 44 Dwinelle
- [Equipment Checkout Request Form](#)
- [Request Support/Give Feedback](#)
- [Request Classroom Orientation/Consultation](#)

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- [Using a Zoom Q4 Camcorder](#) #

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[Search Help Pages](#)

Service at a Glance

Lets Discuss Further!

P.S. you can reach me at jlocanas@berkeley.edu