Putting your customers first: Designing a client friendly SLA

Joleen Locanas
Service Management Coordinator
Educational Technology Services (ETS)

Berkeley
UNIVERSITY OF CALIFORNIA

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 which16 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?

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 measureable

Why a client friendly SLA?

To become our client's preferred educational technology services provider

by

Setting clear expectations regarding services provided to <u>both</u> service provider and clients

Berkeley
UNIVERSITY OF CALIFORNIA

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

Berkeley
UNIVERSITY OF CALIFORNIA

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	• Varies • 24/7* • Walk in: 8am-5pm Monday - Friday* • Phone: 8am-8pm Monday - Friday* *Except during scheduled maintenance or holidays	Predefined values are the most common values seen across services. 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. This is different from support hours, which is when we are available to respond to support needs.
Initial support response time	• No longer than 1 business day	Intended to help clients understand when they can expect a person from our teams get back to them after submitting a help/support request. More consistently used by online systems-services under the TLS umbrella.
Services and Offerings		Will be unique to each service.
Eligibility	• 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	• Ongoing operations support is free of charge. • Varies	Costs or fees to use the service. "Varies" will general link to a rates/cost page is available.
Service Level	• Standard • Enhanced • Premium	Help set expectations with clients on what level of engagement/service they can expect from us. See section below for descriptions for each level.
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.

Service at a Glance

Lets Discuss Further!

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