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WORK at LIGHTSPEED

SLM Best Practices

Brian Dunbar
Senior Solution Consultant
ServiceNow

Mary Beth Grant
Senior Solution Consultant
ServiceNow

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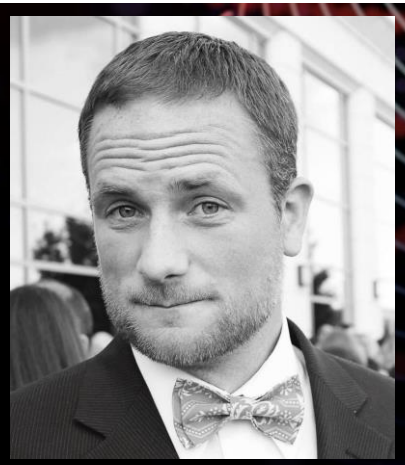
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Agenda

- Introduction
- Understanding Service Level Agreements (SLA)
- Understanding Operational Level Agreements (OLA)
- Refining SLAs
- Jakarta SLA Roadmap

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Speaker Introduction



Name: Brian Dunbar

Title: Senior Solution Consultant

Function: Pre-Sales

Company: ServiceNow

Experience: Almost 2 years as an SC, and 15 years as an ITSM practitioner

Expertise: ITSM, ESM, Agile, DevOps

Achievements: As an ITSM practitioner helped deploy HPSM in 18 months, and three years later deployed ServiceNow in 90 days.

Current Projects: Helping customers get the most value from the platform, and exploring agile concepts as they apply to ITSM and ESM.

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Speaker Introduction



Name: Mary Beth Grant

Title: Senior Solution Consultant

Function: Pre-Sales

Company: ServiceNow

Experience: Almost six months as an SC and 12 years as an ITSM practitioner, including time as a ServiceNow Customer

Expertise: ITSM, ESM, CMMi, Six Sigma, Agile, DevOps, CMDB/SACM

Achievements: Used to sell and implement $500k upgrades with CA. Went through two ServiceNow upgrades without vendor support needed in 16 months as a customer.

Current Projects: Helping customers and prospects make the jump from ITSM/ESM meaning “Ticketing Tool” to a true Service-Oriented set of systems, including people, process, and technology.

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Service Level Agreements

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What are Service Level Agreements?

Agreement Between Service Provider and Customer

- Responsiveness
- Quality
- Availability
- Resolution
- Communication



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Why Service Level Agreements?

- Expectation Management
- Process Measurement
- Defines Procedures
- Sets Standards
- Improves Customer Service
- Documents Agreement

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Tips For Success

- Start Simple
- Only agree to what you can measure
- Phased or escalating SLAs
- Reports on SLAs
- Review SLAs regularly with Customers
- Levels (Gold/Silver/Bronze)
- Mind the Humans

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Lab #1



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Operational Level Agreements

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What Are Operational Level Agreements?

Agreements within the Service Provider in support of SLAs

- Responsiveness
- Quality
- Availability
- Resolution
- Communication



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Why Operational Level Agreements?

- At a team level internal to IT
  - Expectation Management
  - Process Measurement
  - Defines Procedures
  - Sets Standards
  - Improves Customer Service
  - Documents Agreement
  - Supports SLAs
  - Reusable
  - Promotes Collaboration

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Tips for Success



- Start here
- Understand what you can measure
- Phased or escalating OLAs
- Reports on OLAs
- Review OLAs regularly
- Performance Management!?!

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Lab #2



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Refining SLAs

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Why Refine?

- Your organization may decide to attach SLAs retroactively to drive better initial prioritization. While this may cause a dip in SLA performance initially, it should rebound.
- Your organization may also be global enough where it matters where either the item that is impacted or the caller is located.

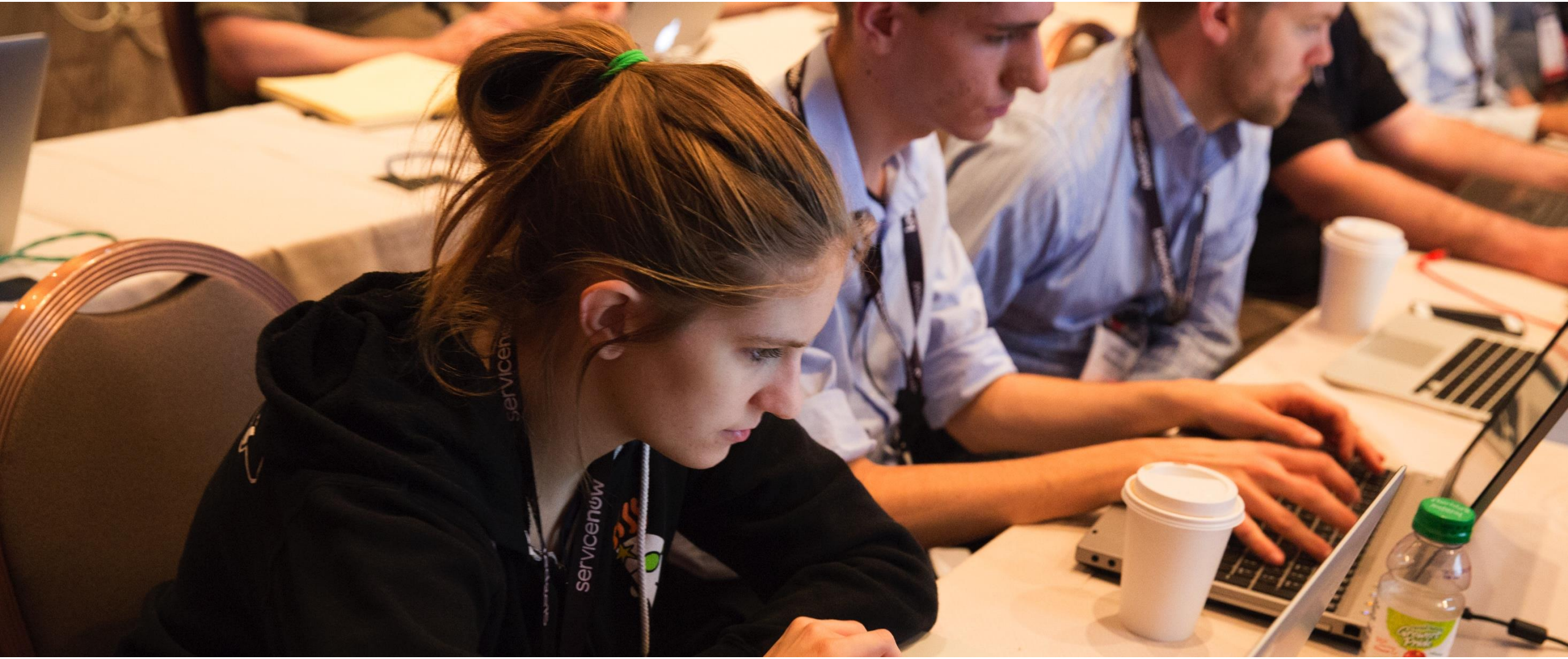
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Tips for Success

- Start Simple
- Understand the impacts of each use case for promoting and demoting priority, assignment, and the other triggers for assignment of retroactive SLAs.
  - Make sure you do training and supply knowledge articles to support better prioritization to start before enacting these retroactive triggers.
- Associate SLAs to Vendors when those vendors have specific contractual requirements in your support environment.
- Remember that most (and possibly all) of your SLAs will be driven by the location/time zone of the caller by default, and only update those that truly are only accounted for in another relative time zone.

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Lab #3



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New Enhancements and Roadmap Items

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Forward-looking statements include all statements that are not historical facts and can be identified by terms such as “anticipates,” “believes,” “could,” “seeks,” “estimates,” “expects,” “intends,” “may,” “plans,” “potential,” “predicts,” “projects,” “should,” “will,” “would” or similar expressions and the negatives of those terms, although not all forward-looking statements contain these identifying words. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by the forward-looking statements. We cannot guarantee that we actually will achieve the plans, intentions, or expectations disclosed in our forward-looking statements and you should not place undue reliance on our forward-looking statements.

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Jakarta Features

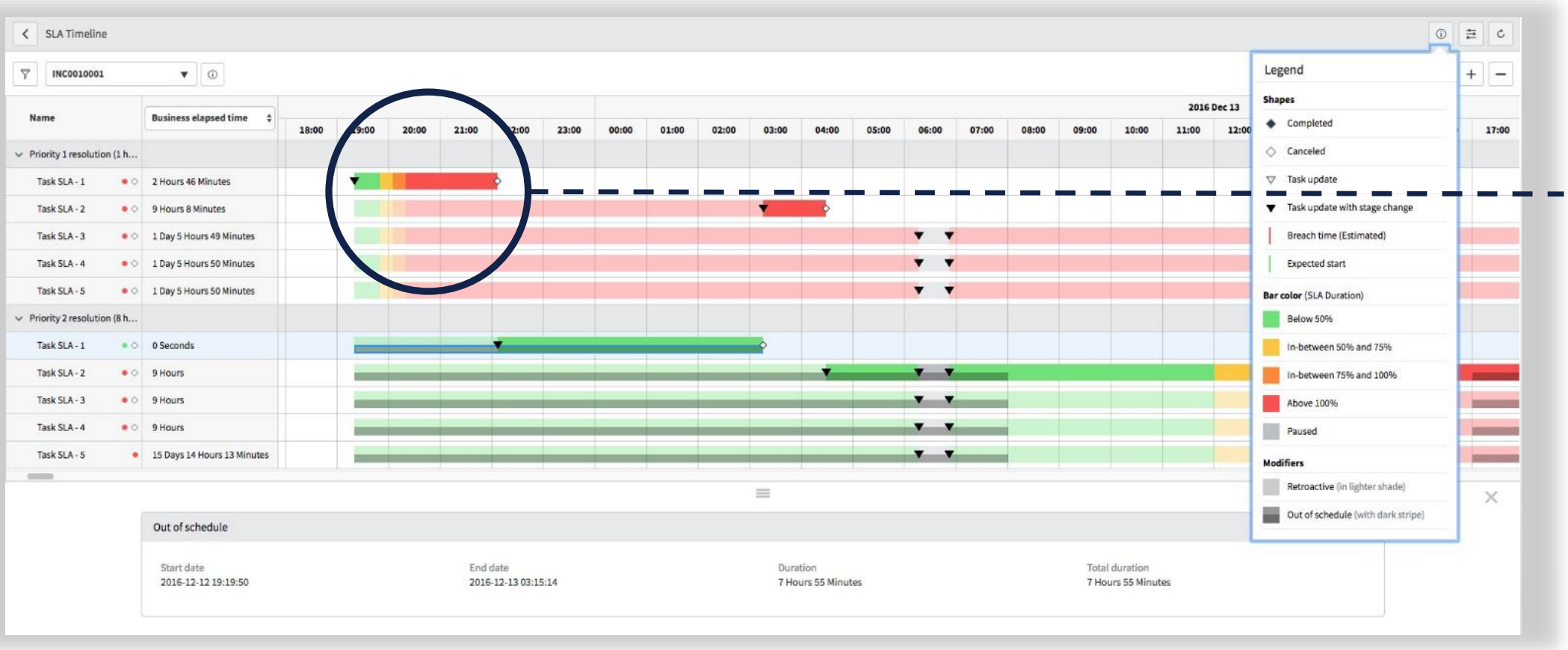
- SLA Admin Role
- SLA Manager Role
- Improved Demo Data
- Introduced SLA Targets
- Improved Visual Timeline



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Visual Timeline

Proactively Track and Identify Tasks At Risk



Color coded SLA status

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Top Takeaways

1

SLAs exist for your customer, make them customer friendly.

2

SLAs/OLAs help IT improve service delivery and quality.

3

Understand the out of box options to refine SLAs before customizing.

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Thank You

Brian Dunbar
Senior Solution Consultant
ServiceNow

Mary Beth Grant
Senior Solution Consultant
ServiceNow

linkedin.com/in/bridun | @MBGrantNOW | #Know17 | http://clabs.link/lab131997

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Q & A

Brian Dunbar
Senior Solution Consultant
ServiceNow

Mary Beth Grant
Senior Solution Consultant
ServiceNow

linkedin.com/in/bridun | @MBGrantNOW | #Know17 | http://clabs.link/lab131997

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