

KEY FACTS

The Valuation Service Level Manager is a module in USU's Valuation suite. You can use it to

Standardize service delivery by means of clearly defined, structured services

Manage and monitor service providers and document compliance with SLAs

Support service sales in the offer phase and in concluding agreements

Describe customer-specific services for transfer to a service catalog for end users

INFO

Other relevant modules:

- Service Monitoring Manager
- Service Portfolio Manager

Objectives

— The Valuation Service Level Manager enables you to use the service templates defined in the service portfolio to generate customer-specific service instances. These form the basis for monitoring and optimizing service delivery. Key performance indicators (KPIs) for compliance with the SLAs can be measured and documented on the basis of the agreed performance parameters. They therefore ensure a binding, process-oriented relationship between business and IT management.

Conclusion of Service Level Agreements (SLAs)

— You can use the Valuation Service Level Manager to agree individual services with your customers. Sales can use the service templates from the standardized service portfolio to generate customer-specific variants (service instances). Details are described as part of that, such as service parameters (e.g. capacity of the e-mailbox, support level, place of performance, etc.), service attributes and options (e.g. the service level "Gold," "Silver" or "Bronze"), the customer-specific price model and the agreed quantity and quality of service requests by end users. The customer-specific service instance is finally used to create entries for individual service call-offs in the service catalog and so to make them available to the end users. Subsequent service request fulfillment can be controlled and largely automated with the optional module Valuation Service Request Manager.

Monitoring of Service Levels

— Service monitoring allows you to furnish reliable proof of the contractually agreed services and document them in an audit-compliant manner. To monitor service availability and compliance with the SLAs, the service structure is transferred by means of an interface to the optional Valuation Service Monitoring Manager (which is based on ZIS-System). There you monitor compliance with SLAs and their service parameters (target values) in real time with the aid of insightful KPIs. In this way, you can identify impending violations of SLAs early on and avert them before service outages occur. As a result, you ensure maximum service availability and avoid contract penalties. In troubleshooting, you place top priority on ensuring the availability of key, mission-critical business processes in accordance with the agreed service levels. In the event that the terms and conditions of an SLA are not met, you will receive information about the time and length of the outage and the resulting costs (such as a contract penalty for non-performance).

Proof of Services

— In Valuation, you aggregate monitoring data on service availability and pool it with data on SLA compliance in service operations (such as ticket handling times). You require both sets of data to provide evidence of service delivery in compliance with the SLA and ultimately for charging services in compliance with it, for example with the optional Valuation Costing & Charging Manager. To do that, you automatically transfer the quantity of consumed services and the defined pricing models per customer (service instance) from the Valuation Service Level Manager. You can then transfer the service costs to be charged per instance to external systems (such as SAP) for invoicing.