

SLA Templates

A complete set of SLA templates

Bart de Best

Edited by
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Colophon

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Cover design: Eric Coenders, IanusWeb, Nijmegen
Production: Printforce B.V., Alphen aan den Rijn

Title: SLA Templates
Sub title: A complete set of SLA templates
Date: 3 September 2017
Authors: Bart de Best
Publisher: Leonon Media
ISBN13: 978-94-92618-03-0
Edition: First edition, first press 2017

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***Delivering quality costs money.
The lack of quality costs a fortune.***

J.G.W. Kosterink

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Tips

| | | |
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Preface

In the Information & Communication Technology (ICT), for a number of decades attention has been paid to making service agreements, capturing it in a Service Level Agreement (SLA) and monitoring and reporting on it. Despite the many developments in the field of ICT in terms of products, services, organisational forms, markets, legislation, standards, service management models, the creation of a SLA is not a sinecure. The essence of a successful SLA relates to the customer satisfaction. This requires that the supplier has a thorough knowledge of what is important to the customer. The supplier must also be able to translate the abstract customer's demand into the services that his own organisation can provide.

Most suppliers have recognized the importance of this and have made a service level manager responsible for this interaction with the customer. In practice, the translation of the demand (requirements) to supply (services) seems to require too much specialist knowledge of various subjects to handle by one and the same person. The consequence of this is that the service level manager must not only have a lot of knowledge and knowhow of the organisation of the customer and the supplier, but also a high level of communicative skills.

Through the recurring activities of the service level manager, a process oriented approach for drafting, recording, monitoring and reporting on service norms is justified. Also starting with a sound set of SLA related templates helps the service level manager to agree on the right service levels and norms.

This book is intended to provide the service level manager with a number of templates in order to translate demand into supply. The templates that are covered in this book are the Service Level Agreement (SLA), Contract, Operational Level Agreement (OLA), Document Agreements and Procedures (DAP), Document Financial Agreements (DFA), service catalogue, External Spec Sheet (ESS), Internal Spec Sheet (ISS), Service Quality Plan (SQP) and the Service Improvement Plan (SIP).

I would like to thank the following people for their inspiration and contribution to this book and the fine cooperation!

- | | |
|--------------------------------------|--|
| • B. (Bram) Abbeker | Belastingdienst |
| • T. (Thijs) van den Brink | ANVA b.v. |
| • E. (Eric) Coenders | IanusWeb |
| • M. (Marc) van Dijk | Sociale Verzekeringsbank |
| • F. (Frederik) van Eeden MIM MBA RI | Erik van Eeden |
| • W.J.H.M. (Willem) Galle MBA | ING |
| • Drs. A.J.G. (Arnoud) van Gemeren | Tijdschrift IT Management |
| • J.A.E. (Jane) ten Have | APG-AM |
| • Dr. L.J.G.T. (Louis) van Hemmen | BitAll b.v. |
| • C.J. (Carolien) Glasbergen | UWV |
| • Drs. Ing. P. (Peter) de Jong | IT Management Group |
| • A.A. (Fons) Reukers | Univé-VGZ-IZA-Trias |
| • F.J. (Fred) Ros RE RA | Ministerie van Financiën |
| • Drs. R. E. (René) Visser | Pink Elephant |
| • W. (Wijnand) Westerveld | IT Infra |
| • J. (Jan-Willem) Hordijk | Cybercom |
| • W.J. (Wim) Hoogenraad | www.ITpedia.nl |
| • E.M.J. (Lisette) Wingelaar-Lemmers | - |

I wish you a lot of fun when reading this book and especially good luck when applying service level agreements within your organisation. If you have questions or comments, please do not hesitate to contact me.

A lot of time has been spent to make this book as complete and consistent as possible. Should you find any shortcomings, I would like you to inform me, so these items can be processed in the next edition of this book.

Bart de Best, Zoetermeer.

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Epilogue

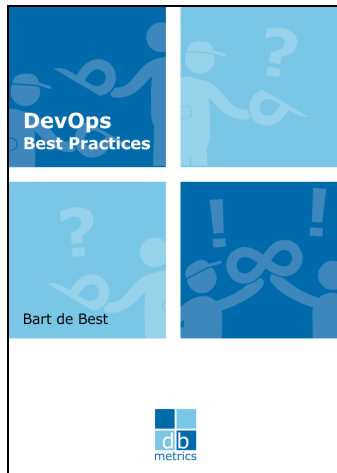
My experience is that the ideas I capture in an article or book continue to evolve. In case you use Service Level Agreements in your own service management organisation, I recommend you to contact me. Perhaps there are additional articles or experiences in this area that I can share with you. This also applies in reverse. If you have certain experiences that are complementary to what has been described in this book, I invite you to share this with me. Maybe I can assist you to write an article. Finally, I would like to meet you in one of my trainings to share your thoughts and share experiences. You can reach me via my e-mail address bartb@dbmetrics.nl.

About this author



Drs. Ing. B. The Best RI has been active in ICT since 1985. He worked primarily with the top 100 of Dutch business and government organisations. He has acquired experience in different roles within all aspects of system development, including operations for 12 years. After that, he focused on the subject of service management. Currently, as a consultant, he is active in all aspects of the knowledge management cycle of service management, such as training ICT managers and service managers, advising service management organisations, improving service management processes and outsourcing (parts of) service management organisations. He graduated at both the HTS and University level in the management field.

Other books by this author



DevOps Best Practices

Best Practices for DevOps

In recent years, many organisations have experienced the benefits of using Agile approaches such as Scrum and Kanban. The software is delivered faster whilst quality increases and costs decrease. The fact that many organisations that applied the Agile approach did not take into account the traditional service management techniques, in terms of information management, application management and infrastructure management, is a major disadvantage. The solution to this problem has been found in the Dev (Development) Ops (Operations) approach. Both worlds are merged into one team, thus sharing the knowledge and skills. This book is about sharing knowledge on how DevOps teams work together. For each aspect of the DevOps process best practices are given in 30 separate articles.

For each aspect of the DevOps process best practices are given in 30 separate articles. The covered aspects are: Plan, Code, Build, Test, Release, Deploy, Operate and Monitor. Each article starts with the definition of the specifically used terms and one or more concepts. The body of each article is kept simple, short and easy to read.

Author : Bart de Best
 Publisher : Leonon Media, 2017
 ISBN : 978 94 92618 078



Cloud SLA

The best practices of cloud service level agreements

More and more organisations choose to replace traditional ICT services by cloud services.

Setting up effective SLAs for traditional ICT services is a real challenge for many organisations. With the arrival of cloud services, this seems to be much simpler at first, but soon the hard questions come up like data ownership, information links and security.

This book describes what cloud services are. The risks involved in entering into contracts and SLAs are discussed. Based on a long list of risks and countermeasures, this book also provides recommendations for the design and content of the various service level management documents for cloud services.

This book first defines cloud and then describes various aspects like cloud patterns and the role of a cloud broker. The core of the book is the discussion of contract aspects, service documents, service design, risks, SLAs and cloud governance. In order to allow readers to get started with Cloud SLAs, the book also includes checklists of the following documents: Underpinning Contract (UC), Service Level Agreement (SLA), Document Financial Agreements (DFA), Document Agreement and Procedures (DAP), External Spec Sheets (ESS) and Internal Spec Sheets (ISS).

Author : Bart de Best
 Publisher : Leonon Media, 2017
 ISBN : 978 94 92618 009