Service Level Management Policy

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20 Jun 2023	1.0	The Initial Version of Service Level Management Policy

	Function	Name	Date	Signature
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Reviewed by	Vice Dean of IT and E-learning for Development and Quality	Dr. Randa Aljably	1, September, 2023	
Approved by	Vice Dean of IT and E-learning for Development and Quality	Dr. Randa Aljably	1, September, 2023	
Approved by	Dean of IT and E-learning	Dr. Saleh Alharbi	3, September, 2023	

The versions history table is used to track and manage changes to the policy when it is updated. The policy owner is "Vice Dean of IT and E-learning for Development and Quality" must update the above table by adding the new version number and a summary of the changes made. Furthermore, repealed copies of the policy are stamped with the phrase "This copy is canceled" and kept on file for future reference.

➢ The validity of the initiation and modification shall be by the Vice Deanship of IT and E-learning for Development and Quality and the validity of approval by 30th of August 2023.

> ➢ In case of updating this policy, the authority for review and approve shall be given by The Committee of Digital Transformation for Shaqra University.
> ➢ Interpretation of any provision in this policy shall be the authority of the Vice Deanship of IT and E-learning for Development and Quality.
> ➢ This policy is effective from the date of its approval by the Committee of Digital Transformation for Shaqra University.

Contents

1. Introduction and Purpose

The purpose of this document is to detail the policy governing the Service Level Management Process in Shaqra University Deanship of IT and E-Learning. The objective of the Service Level Policy is to:

- ➢ Manage the lifecycle of all Service Level Agreements on Shaqra University environment.
- ➢ Maintain user and Employee satisfaction through efficient and professional handling of all Service Level Agreements.
- ➢ Show the direction in which the SLM process should be built, its alignment with other processes and its role in ITSM.
- ➢ Designs and plans the Service Level Agreement (SLA) Structure.
- ➢ Determines the Service Level Requirements (SLRs).
- ➢ Negotiate and Agree upon the relevant Service Level targets with users.
- ➢ Negotiates and agrees on the support elements required by the internal IT support groups & External Suppliers to produce Operational Level Agreements (internal) & Underpinning Contracts (external).
- ➢ Streamlined Service Level Management Process and information for initiating changes.
- ➢ Increased visibility and communication of SLA's, OLA's & UC's to IT staff and business stakeholders.

2. Policy Scope

This policy applies to Shaqra's University IT assets across all systems, applications, and services. It applies to all users, third parties, other providers employed under contract and who have any involvement with these IT assets. They shall have the support of Shaqra's University Management who has approved this policy. The Service Level Management activities will cover all Types of Service Requests on the following assets:

- ➢ Services (IT Services).
- ➢ Infrastructure (servers, network, storage, database, security, etc.).
- ➢ Applications.
- ➢ Systems.
- ➢ Desktops, Laptops and Peripherals.
- ➢ Communication (Ex. Microsoft Teams).
- ➢ Printers, Scanners, and shredders.

Users of this document are all employees of Deanship of IT and E-Learning in Shaqra University, as well as all external parties who have a role in ITSM.

3. Table of Acronyms

Acronyms	
SLMPO	Service Level Management Process Owner
CI	Configuration Item
CMDB	Configuration Management Database
CSI	Continual Service Improvement
IT	Information Technology
ITSM	Information Technology System Management
KPI	Key Performance Indicators
OLA	Operational Level Agreements
QA	Quality Assurance
SDP	Service Design Package
SLA	Service Level Agreement
SLM	Service Level Management
SLP	Service Level Package
SLR	Service Level Requirement
UC	Underpinning Contract/ Support Contract with vendors

4. Service Level Management Policy Terms & Definitions

	Key Terms Used	Corresponding Definition
1	Service Level Requirements (SLR)	A set of service-related requirements that define how the service is going to be provided. SLRs drive defining Service level targets.
2	Reliability	An Agreement between an IT Service provider and a user detailing the established contractual agreements. Th SLA describes the IT Service, documents service level targets, and specifies the responsibilities of the IT Service provider and the user.
3	Service Level Target	A set of desired targets that articulate the levels based on which the service is going to be provided. Service level targets are based on Service Level Requirements.

4	Operational Level Agreement (OLA)	An agreement setting service levels between functions within the same organization (It can be applied to departments that resides within the IT).
5	Underpinning Contract (UC)	A Contract between Shaqra University IT and a third party. The Third party provides goods or Services that support delivery of an IT Service to a user (Shaqra University business function users). The Underpinning Contract defines targets and responsibilities that are required to meet agreed Service level targets in an SLA.

5. Policy Statements

- ➢ Vice Deanship of IT and E-learning for Development and Quality is responsible to determine the Service Level Management process and procedures that is an essential element of providing IT Services to Shaqra University Users.
- ➢ The Service Level Management Process shall be delivered by the Shaqra University Service Desk, which shall act as a Single Point of Contact for users that includes.
- ➢ The Service Level Manager must make sure that service level requirements are defined for all new services.
- ➢ The Service Level Manager must make sure that service level targets are defined for all services.
- ➢ All service level agreements developed for Shaqra University IT services should be provided to users.
- ➢ All required supporting Operational Level Agreements and Underpinning Contracts should be defined to support the service Shaqra University IT is going to provide users.
- ➢ All services being provided to users without SLAs and supporting OLAs should be revisited and the necessary agreement should be formalized.
- ➢ The Service Level Manager should continuously monitor sLAs and OLAs.
- ➢ The Service Level Manager should provide recommendations to improve service level offerings.
- ➢ Shaqra University IT should develop appropriate SLAs and UCs with vendors for elimination of product bugs, timely upgrades and acquisition of new versions.
- ➢ The Service Level Manager should acquire all user requirements for services.
- ➢ The Service Level Manager should conduct pre-reviews of user reports against SLAs.
- ➢ The Service Level Manager should initiate investigation when SLAs are not compliant.
- ➢ The Service Level Manager should collect subjective user satisfaction feedback to determine if SLAs accurately measure service.
- ➢ The Service Level Manager should authorize and monitors all OLAs with internal service providers (departments that resides within the IT).
- ➢ The Service Level Manager should act as the escalation contact for OLA issues.
- ➢ The Service Level Manager should review all OLAs to ensure Service Level Objectives can be met.
- ➢ The Service Level Manager should authorize and monitors all UCs with external service providers.

➤ All SLAs for IT services & supporting infrastructure should follow the service level management process.

➤ The Initial Standard Service Level Targets for All Shaqra University IT services:

Service Targets Identifications					
Service List	Criteria	Process Name	Business Time	Target Factor	Target Time
ALL Shaqra University Services	Critical Priority	Incident Management	24*7	Response Time	One Business Hours
ALL Shaqra University Services	High Priority	Incident Management	Shaqra Business Time From (8:00-14:30)	Response Time	Three Business Hours
ALL Shaqra University Services	Medium Priority	Incident Management	Shaqra Business Time From (8:00-14:30)	Response Time	One Business Day
ALL Shaqra University Services	Low Priority	Incident Management	Shaqra Business Time From (8:00-14:30)	Response Time	One Business Day
ALL Shaqra University Services	Critical Priority	Incident Management	Shaqra Business Time From (8:00-14:30)	Resolution Time	Four Business Hours
ALL Shaqra University Services	High Priority	Incident Management	Shaqra Business Time From (8:00-14:30)	Resolution Time	One Business Day
ALL Shaqra University Services	Medium Priority	Incident Management	Shaqra Business Time From (8:00-14:30)	Resolution Time	Two Business Day
ALL Shaqra University Services	Low Priority	Incident Management	Shaqra Business Time From (8:00-14:30)	Resolution Time	Three Business Day

ALL Shaqra University Services	Critical Priority	Request Fulfilment	Shaqra Business Time From (8:00-14:30)	Response Time	One Business Hours
ALL Shaqra University Services	High Priority	Request Fulfilment	Shaqra Business Time From (8:00-14:30)	Response Time	Three Business Hours
ALL Shaqra University Services	Medium Priority	Request Fulfilment	Shaqra Business Time From (8:00-14:30)	Response Time	One Business Day
ALL Shaqra University Services	Low Priority	Request Fulfilment	Shaqra Business Time From (8:00-14:30)	Response Time	One Business Day
ALL Shaqra University Services	Critical Priority	Request Fulfilment	Shaqra Business Time From (8:00-14:30)	Completion Time	Three Business Hours
ALL Shaqra University Services	High Priority	Request Fulfilment	Shaqra Business Time From (8:00-14:30)	Completion Time	One Business Day
ALL Shaqra University Services	Medium Priority	Request Fulfilment	Shaqra Business Time From (8:00-14:30)	Completion Time	Two Business Days
ALL Shaqra University Services	Low Priority	Request Fulfilment	Shaqra Business Time From (8:00-14:30)	Completion Time	Three Business Days

➤ The Actions for the Service Targets breached will be as defined in the following table:

Escalation Actions					
Milestone	Criteria	Process Name	Communication Method	Target	Action
50%	Critical Priority	Incident Management	Email	Resolution Time	Notify Assignee
75%	Critical Priority	Incident Management	Email	Resolution Time	Notify Assignee and Supervisor
100%	Critical Priority	Incident Management	Email	Resolution Time	Notify Assignee, Supervisor and Department Manager
120%	Critical Priority	Incident Management	Email	Resolution Time	Department Manager

				Response Time	Service Desk Manager/SLM Manager
100%	Critical Priority	Incident Management	Report Via ITSM tool	Response Time	Service Desk Manager/SLM Manager
50%	Critical Priority	Request Fulfilment	Email	Completion Time	Notify Assignee
75%	Critical Priority	Request Fulfilment	Email	Completion Time	Notify Assignee and Supervisor
100%	Critical Priority	Request Fulfilment	Email	Completion Time	Notify Assignee, Supervisor and Department Manager
100%	Critical Priority	Request Fulfilment	Report Via ITSM tool	Response Time	Service Desk Manager/SLM Manager
50%	High Priority	Incident Management	Email	Resolution Time	Notify Assignee
75%	High Priority	Incident Management	Email	Resolution Time	Notify Assignee and Supervisor
100%	High Priority	Incident Management	Email	Resolution Time	Notify Assignee, Supervisor and Department Manager
100%	High Priority	Incident Management	Report Via ITSM tool	Response Time	Service Desk Manager/SLM Manager
50%	High Priority	Request Fulfilment	Email	Completion Time	Notify Assignee
75%	High Priority	Request Fulfilment	Email	Completion Time	Notify Assignee and Supervisor
100%	High Priority	Request Fulfilment	Email	Completion Time	Notify Assignee, Supervisor and Department Manager
100%	High Priority	Request Fulfilment	Report Via ITSM tool	Response Time	Service Desk Manager/SLM Manager

➢ The Service Level Manager should ensure that SLA's, OLA's & UCs are properly defined & managed.
➢ The Service Level Manager shall ensure that the Service Level Agreement (SLA) as agreed with the business stakeholder on requests, incidents, problems response and completion are met.
➢ The contents of an SLA should include items such as:
• An introduction describing the background and any other documents relating to the SLA e.g., contracts or system descriptions;
• A definition of terms used within the SLA. Whilst the SLA is rarely a legal contract in its own right, it may often be linked to a contract and hence it is important that there should be no ambiguity in the terms used;
• A description of the services to be provided detailing what is considered to be excluded as well as what is included;

- A description of the responsibilities of Shaqra University IT in relation to the provision of services;
- A description of the responsibilities of the user in relation to the provision of services;
- A description of how delivery of the services will be measured including what will be measured, when it will be measured, who is responsible for measuring, any exceptions to the normal service level requirements and any dependencies which may compromise the delivery of the service;
- Problem reporting and escalation procedures;
- Procedures for either terminating or amending the SLA;
- Appendices which describe the scope of the service e.g., if the SLA is related to software maintenance, then an appendix may be included which details the modules which are included and the associated process maps.
- Agreements whether SLAs, OLAs of UCs are going to be subjected to reviews and audits. The review schedule is going to be developed and maintained.
- Each review is going to depend on the duration and criticality of the agreement itself and is going to involve the user and utilize their perception of the service and the experience they are having. Further, regular audits are going to be conducted following the audit schedule of the Shaqra University Deanship of IT and E-Learning. The results of these reviews and audits should be documented, analyzed, and set so that improvement recommendations could be drawn from them.
- The SLA should specify the support and escalation requirements which the Shaqra University IT should meet including:
- Shaqra University service desk team should have adequate procedures and staff to record, monitor and resolve problems that are reported.
- Service desk team should retain a record of all problems reported, together with the nature of the call and actions taken - problem reports should be sequentially numbered.
- Hours required for Service Desk support should be specifically indicated to the Shaqra University by the user.
- Shaqra University should maintain the existing call-out arrangements for technical support staff.

- Shaqra University service desk should issue a report which includes (this report should be automated through the BMC remedy tool):
- Number of calls logged and their priority.
- The time taken to resolve problems.
- Action taken to resolve problems.
- The number of problems outstanding in any monthly period.
- The identification of personnel to contact in case of emergencies and escalations
- Vice Deanship of IT and E-learning for Development and Quality, publish, and maintain process & procedures for:
- **Identification of Service Requirements**: used to capture, analyze, and detail service level requirements.
- **Agreements Sign- Off and Service Activation**: used to create agreements (SLA, OLA, UC) based on the service level requirements.

- **Service Level Monitoring and Evaluation**: used to monitor service performance against the defined service levels.
- Development and training sessions for various stakeholders as and when required.
- Allocation of resources for handling the SLA's.
- Monitoring & tracking SLAs throughout its lifecycle.

➢ Service Desk shall provide regular updates to the user about the service targets for all types of requests. The updates are provided to the user through the ITSM tool.

➢ All actions performed related to the requests shall be duly recorded that allows relevant information to be retrieved and analyzed.

➢ Service Level Management Process shall be audited at least once in a year by the Vice Deanship of IT and E-learning for Development and Quality, and the Audit for the purposes of complying with the ITIL requirements and business need.

➢ Service Level Management automation tool should enable tracking of all fields of the request record.

➢ Standard Service Level Agreements should be modeled, and automated. This means that for each standard agreement and the Service Level Manager creates "Agreement Template".

➢ The Service Level Manager will issue the following monthly reports;

- Total number of Incidents, Requests, Changes, Problems Completed within the service Target.
- Total number of Incidents, Requests, Changes, and Problems breached the service Target.
- Total number of Incidents, Requests, Changes, Problems Completed within the service Target categorized by service.
- Total number of Incidents, Requests, Changes, Problems breached the service Targets categorized by service.
- Rate of requests from all types within the response time.
- Rate of requests from all types breached the response time.
- Based on the above reports and when the tool is ready, the Service level Manager can calculate the below KPIs:
  - Rate of incidents resolved within the targeted resolution time specified on the SLA (must be > 95%).
  - Rate of requests completed within the targeted resolution time specified on the SLA (must be > 95%).
  - Rate of Problems resolved within the targeted resolution time specified on the SLA (must be > 95%).
  - Rate of incidents responded within the targeted response time specified on the SLA (must be > 85%).
  - Rate of requests responded within the targeted response time specified on the SLA (must be > 85%).

6. Roles and Responsibilities:

1) Policy Sponsor and Owner: Vice Deanship of IT and E-learning for Development and Quality.

2) Policy Review and Update: Vice Deanship of IT and E-learning for Development and Quality.

3) Policy Implementation and Execution: Vice Deanship of IT and E-learning for Development and Quality.

7. Department Procedures Manual

The procedures manual aims to clarify and organize the work of the department, and it is a set of executive and procedural steps that must be followed when applying this policy. The Department is committed to review and update its procedures evidence periodically or whenever the need arises, in line with its internal policy or according to the mandates received from the relevant authorities, and it is approved by the authorized person as mentioned in the authority matrix, policies and internal regulations.

8. Code of Conduct

Shaqra University Employees shall follow the code of conduct and any change in it, and each employee is responsible for what is issued by him/her and for the proper functioning of work within the limits of his/her competence.

9. Record Keeping

The Vice Deanship of IT and E-learning for Development and Quality shall keep all documents and records related to the application of this policy in accordance with the relevant policies.

10. Compliance

1) Compliance with this policy is mandatory for all Shaqra University employee and relevant stakeholders.

2) The Vice Dean of IT and E-learning for Development and Quality will ensure the compliance with this policy.

3) The Vice Deanship of IT and E-learning shall review compliance with the statements of this policy annually for Development and Quality.

4) Any violation of this policy shall be investigated, and violators may be subjected to disciplinary action consistent with the severity of violation and in accordance with the established Shaqra university procedures.

11. Related Documents

1) Shaqra Unirversity_Process Document_Service Design_Service Level Management_V1.0
2) Shaqra University SLR Form.
3) Shaqra University SLA Form.