

>> KEY FACTS

The Valuation Service Level Manager is a module in the USU Valuation Suite.

With it, you'll be able to precisely tailor IT services to meet the needs of your customers by doing the following:

- > Modeling these services
- > Describing them in detail
- > Agreeing on and concluding service level agreements (SLAs).

Other relevant Valuation modules:

- > Monitoring Manager
- > Incident Manager
- > Problem Manager
- > Change Manager
- > Asset Manager
- > CMDB Manager
- > Contract Manager

Service Level Manager

The Valuation Service Level Manager is an integrated solution for defining, agreeing on and documenting valuable IT services in service level agreements (SLAs). Service support processes can thus be tailored to meet the needs of both customers and expert users. Optional integration of the Valuation Monitoring Manager will allow you to precisely monitor and measure your adherence to SLAs and associated IT services, especially when it comes to mission-critical business processes. You'll also get reliable status reports on the availability of your services – from the perspective of the customer/end user.

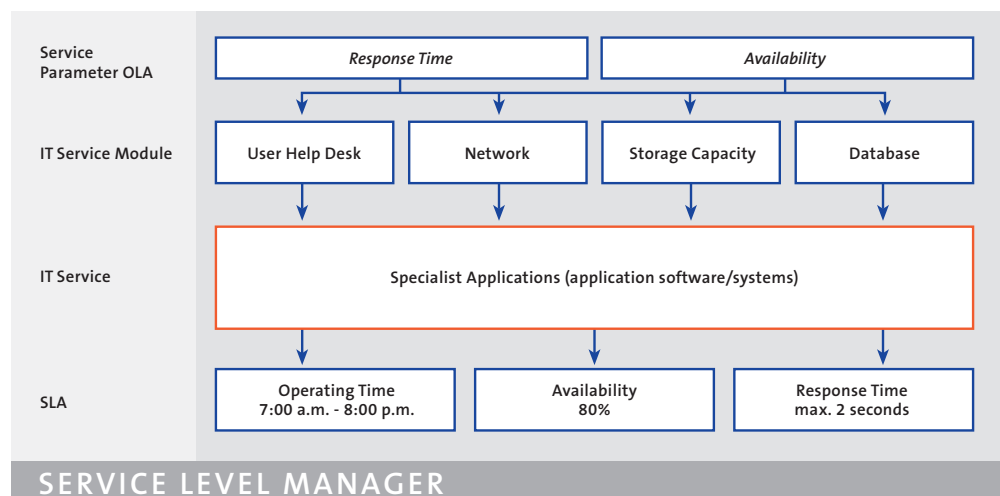
> The Challenges in IT Service Management

Do you have a service catalog that contains a detailed overview of all your IT services, their

service levels and costs? Can you display proof of adherence to your service levels, both historically and ongoing, at the push of a button? The most effective way to meet the increasing expectations of service customers in a business environment characterized by increasing pressures on IT costs is to set up standardized service level agreements (SLAs), leaving no room for misunderstandings. These SLAs are used as a basis for measuring and monitoring the agreed-on availability of IT services as well as their quality and costs.

> Agreeing on Service Levels

The Service Level Manager serves as a bridge between the technical description of IT services and their specification in formal customer/business-based service agreements. The Service Level



>> BENEFITS

With the Valuation Service Level Manager, you'll be able to provide levels of IT service quality that exactly fit the needs of each customer.

The Service Level Manager helps you optimize your IT services by the following ways:

- > *By allowing creation of customized SLAs meeting the exact needs of individual customers*
- > *By serving as a basis for providing services at the IT service desk as well as in change and configuration management*
- > *By proving, through measurements and documentation, that you are, in fact, complying with the terms and conditions of applicable SLAs (with optional integration of the Valuation Monitoring Manager).*

Manager will help you define IT services, continuously plan them and document them in a service catalog. In creating such a catalog, IT services are classified by type, such as customer product, basic service or process. Each IT service is described in terms of the complete set of IT services and IT components that comprise it. When setting forth the terms of SLAs, you can select from predefined service parameters such as response times, down-times, availability levels and service descriptions. Any change to a service parameter is done at a central point and is reliably passed on down to those IT services concerned.

> Increasing Cost Awareness

Having a clear and transparent depiction of IT services and their costs in place will promote a better general awareness of costs and quality, in both the IT organization and among users. Users can choose from different service levels and thus have a direct influence on IT service costs. The SLAs that you and your customers agree to can be documented in the Valuation Contract Manager and used as a reliable basis for service cost allocation (chargebacks).

> Graphical Depiction of Dependencies

With optional integration of the Valuation Monitoring Manager, you can monitor and document

the adherence to service levels, both historically and in real time. This feature will give you the maximum possible security for audit compliance. Reports at various detail and summary levels will give you reliable information about the availability of business processes. The graphical depiction of component-based causal loops that show the dependencies of IT services and, in the event of a fault or malfunction (incident), allow immediate identification of the business processes most likely to be affected.

> Analyze Faults and Malfunctions Faster and Promptly Correct Them

Whenever a fault or malfunction occurs, the troubleshooting process will place top priority on ensuring the availability of key, mission-critical business processes in accordance with the agreed-on service levels. This means that the covered services can be quickly restored. In addition, you also can use real-time information on service levels to take further actions such as integrating alarm (interrupt) functions and escalation routines into SLAs. 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).