

# Service Level Management

## Mandatory Criteria

### 1. Does the tool support the management of Service Level Agreements?

Comments: Yes. SLA's are supported and managed via the Contract record, Item Type, SLA Location Code, and CI (Configuration Item).

#### Contract Record SLA (default)

**VIEW CONTRACT**

Contract #: 8068-000

Customer Name: HUD HITS II

Contract Modifications: TAM: David Humes

Contract Status: Active

Response SLA Hours: 4	Email TAM @ 65 % Time Lapse	Email BDM @ 90 % Time Lapse
On-Site SLA Hours: 0	Email TAM @ 65 % Time Lapse	Email BDM @ 90 % Time Lapse
Repair SLA Hours: 32	Email TAM @ 65 % Time Lapse	Email BDM @ 90 % Time Lapse

**EDIT CONTRACT CUSTOM SLA**

Contract Number: 8068-000

\*SLA Code: R1 BS 24

\*Response SLA Hours: 1

\*On-Site SLA Hours: 0

\*Repair SLA Hours: 66

Description: Servers and Network (HQ, DC & Lanham)

**EDIT CONFIGURATION ITEM TYPE SLA**

Contract #: 8068-000

\*Item Type: Audio/Telephone Bridge

\*Response SLA Hours: 2

\*On-Site SLA Hours: 2

\*Repair SLA Hours: 2

#### Contract CI

**VIEW CONFIGURATION ITEM [ 140944 ]**

Contract #: 8068-000

Item Type: Server

Manufacturer: DELL

Response SLA Hours: 0

On-Site SLA Hours: 0

Repair SLA Hours: 0

## Service Level Management

### 2. Does the tool support the management and monitoring of Operational Level Agreements and supplier performance metrics?

Comments: Yes. OLA's may be monitored, tracked, and reported on by using the ad-hoc reporting system to interrogate the contract CI's 'Up-time' and 'Availability Percentage' values, or, reports may be created to identify missed OLA's in response, on-site, and, resolution areas.

CI uptime and availability screen....

**VIEW CONFIGURATION ITEM [ 215171 ]**

Contract #: 5999-000      POC Phone: 703-698-8282      Extension: 257      Customer DO #:

POC: George Harris      Alternate POC Phone:       Extension: 226      Customer DO Date:

Alternate POC: Sung Yoon      Price:       Maintenance DO #:

CI Number: D72500445500600      Price Type:       Maintenance DO Date:

[CI Number Log](#)   [CI Number Summary](#)      Warranty Start:       DO Due Date:

Old CI Number:       Warranty End:       Ship Date:

Item Type: Server      Agency: ITG HQ      Install Date:

Subcomponent: None      Site/Location: Server Room      Training Date:

Model:       Address 2: 2745 Hartland Road      Billable:

Description: ITG-CENTREDEMO      City: Falls Church      Not Active:

Manufacturer: INTEL      State: VA      Zip: 22043      Last Modified: 2/23/2011 12:03:22 PM

Quantity: 1      Country: United States      Last Modified By: Yoon, Sung W.

CLIN:       Lifecycle Status: None       External Data

Asset Tag: 505748      Response SLA Hours: 0       Use PPM Hours for SLA

Urgency: 4 - Med/H      On-Site SLA Hours: 0       Include Saturday in SLA

Impact: 4 - Med/H      Repair SLA Hours: 0       Include Sunday in SLA

Priority: 4 - Med/H      Sales Order #:        Include Holiday in SLA

Invoice #:       Creation Date: 08/12/2008

SKU #:       Down Time (hours): 18.6

Service Coverage Start Date: 08/16/2005      Up Time (hours): 47050

Service Coverage End Date:       Availability (%): 99.96

OEM Warranty Start Date:       Change Requests: 1

OEM Warranty End Date:       Approved Change Requests: 1

Acceptance Date:

Comments: Installed in 2003 or earlier...

Configuration: Hostname: ITG\_CENTREDEMO - MAC: 00-11-2F-A5-32-02  
IP: 192.168.4.139 - Domain: itg.itgonline.com  
OS: Server 2k3 SP2 - Processor: P4 2.26 GHz - RAM: 1.5 GB

### Ad-hoc report (example of Incidents with missed response OLA's) for Jan 2008

IncidentID	ResponseSLAHours	ORResponseSLAHours	ContractID
119633	19.02	4	532
119749	4.94	2	532
119839	4.35	2	532
119863	32.99	2	532
120000	23.52	4	532
120077	14.4	2	532
120133	9.69	2	532
120134	121.97	60	532
120157	6.65	2	532
120169	3.45	2	532
120354	52.64	2	532

Supplier Performance: Supplier performance is gathered by entering the performance measurement on each incident and purchase order within CENTRE. To ensure a performance value is entered, the system will not permit the closure or completion of transactions until an entry is made. This measurement is aggregated to an overall average for the contractor or vendor. Once a contractor or vendor is rated as failing, they may longer be used for services. The manager of the contractors or vendors must manually reinstate failed accounts, thus, compelling an evaluation of the failed supplied or vendor.

# Service Level Management

## Subcontractor Record

VIEW SUBCONTRACTOR			
Subcontractor: American Systems Consultants (ASC)	Federal ID: 60-0002003	Sign On Date: 03 16 2001	Status: Active
<input checked="" type="checkbox"/> Incorporated			
Security Level: MBI- HUD & SSA			
<input checked="" type="checkbox"/> Approved	Last Evaluation Date: 12 12 2013		
Rating Count: 1864		Last Rating Date: 12/18/2013	
Rating: 3.708149		Recent Rating (Average of last 3 ratings): 3.33	
		Performance Trend: D	
Direct Rating Count:	<a href="#">List Ratings</a>	Direct Last Rating Date:	
Direct Rating:	Direct Recent Rating (Average of last 3 ratings):	Direct Performance Trend:	

## Incident Record where each rating is individually entered

VIEW SERVICE RECORD			
Workflow Status [ Not Initiated ]			
Service Record #: 213188	Contract #: 8068-000	Service Record Category: Incident	Catalog Service: General Support (Service Call Management) - No Price Option
Status: Closed	Priority: 1 - Low	QA Complete: NO	Classification: IMAC
		Time Zone: 0	Days: 1
Reference Incident #:	Reference Request #:	Reference Event #:	Customer Reference #:
POC: [Redacted]	POC Phone: [Redacted]	POC Extension: [Redacted]	Lookup Engineer: Select
POC @: [Redacted]	Alternate POC: [Redacted]	Alternate POC Extension: [Redacted]	Engineer: [Redacted]
Caller: HUD	Caller Phone: [Redacted]	Caller Extension: [Redacted]	Opened By: Munoz, Mark
Agency: HUD	Address 1: 909 SE First Avenue	Address 2: [Redacted]	Lookup TAM: Select
City: Miami	State: FL	Zip: 33131	TAM: Hazlewood, Terry L.
Country: United States			Lookup SME: Select
			SME: [Redacted]
			BDM: Ceely, George B.
			Sub Rating: 3
			Billable: <input type="checkbox"/>

## Vendor Record

EDIT VENDOR			
The mandatory editing fields are indicated with an asterisk *			
*Vendor:	360 Tech, Inc		
*Phone 1:	888-883-0360	Phone 2:	512-266-7360
		Fax:	512-266-7366
Email:	rj@360tech.com		
Address 1:	15401 Debba Drive		
Address 2:	[Redacted]		
City:	Austin	State:	TX
		Zip:	78734-3624
Country:	United States		
*POC:	Jay Simon		
Alternate POC:	[Redacted]		
Account:	[Redacted]		
Terms:	CC		
Item:	HP Compaq Printer Plotter		
Remarks:	[Redacted]		
Notes:	Most refurbished equipment carry a 90 day parts and labor warranty. RMA request within 10 days and return of item in 15 days period after issued RMA.		
*Status:	Active	<a href="#">Vendor Documents</a>	
Approved:	<input checked="" type="checkbox"/>	Rating:	3.7752
		Recent Rating:	4
		Performance Trend:	I

# Service Level Management

Purchase Order with an individual rating for this order

		VIEW			
PO #:	37709	Service Record #:	158592	Contract #:	8045
Vendor Name:	360 Tech, Inc		Ship Via:	Nxt D	
Address:	15401 Debba Drive		Ship to:	USDA	
Address 2:			Ship to Address 1:	320 C	
City:	Austin		Ship to Address 2:	W	
State:	TX	Zip:	78734-3624	Ship to City:	Ather
Country:	United States		Ship to State:	GA	
POC:	Eric		Ship to Country:	Unite	
POC Phone:	888-883-0360	POC Extension:		Ship Attention to:	Dudle
Vendor RMA #:			Ship to Phone:	706-5	
Terms:	CC		Comments:	Marke	
Account:					
Fax:	512-266-7366				
Vendor Rating:	3				
Buyer:	Timko, Robert M.		09	25	2009
Approved:					

# Service Level Management

## 3. Does the tool facilitate the automation and management of service level targets in terms of automated business rules, alerts, escalations and notifications?

Comments: Yes. Service level target rules and notification is accomplished by identifying a percentage of elapsed time used in the SLA window. A monitoring alert is triggered and sent to selected parties for escalation.

### Contract SLA monitoring alerts

**VIEW CONTRACT**

Contract #: 5999-000  
 CO: George Hadjikyriakou  
 CO Phone: 703-698-8282 Extension: 231  
 Customer Name: ITG DEFAULT  
 COTR: [Blank]  
 COTR Phone: [Blank] Extension: [Blank]  
 COTR Email: [Blank]  
 BDM: Harris, George  
 Customer Contract #: [Blank]  
 Contract Modifications: 0  
 TAM: Sung Yoon  
 Last Modified By: Gardner, Glenn

PPM Rate: 0  
 OPMP Rate: 0  
 Sunday Rate: 0  
 Minimum: 0  
 Billable:  No  
 Travel:  No  
 Taxable:  No  
 Non-Revenue:  No  
 CI Change Request Required:  Yes  
 QA:  Yes  
 Contract Status: Active  
 Last Modified: 4/9/2012

Start Date: 11 - 01 - 2006  
 Expiration Date: 12 - 31 - 2015  
 Close Out Date: 12 - 31 - 2020  
 Days Extended: [Blank]  
 PPM Hours: 14  
 Days of Service: 365  
 PPM Hours Start: 06 - 00  
 PPM Hours End: 19 - 00

CI Import Designated Contract: None  
 Update Acceptance Date  
 External Data  
 Use PPM Hours for SLA  
 Include Saturday in SLA  
 Include Holiday in SLA

Send email notifications on if SLA values are not met by the % Time Lapsed specified below:

Response SLA Hours: 24	Email TAM @ 75 % Time Lapse -	Email BDM @ 85 % Time Lapse
On-Site SLA Hours: 0	Email TAM @ 0 % Time Lapse -	Email BDM @ 0 % Time Lapse
Repair SLA Hours: 48	Email TAM @ 75 % Time Lapse -	Email BDM @ 85 % Time Lapse

Contract Documents

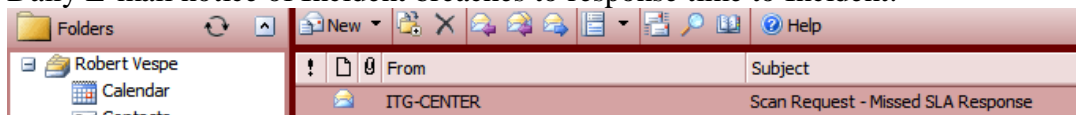
Other custom alerts may be created using the Potential Problem Management System (PPMS). A scan (hourly, daily, weekly, or other customized period) may be established to notify a user or group of users when an SLA type has breached. The scan may be customized with infinite flexibility using the Ad-hoc reporting system.

### PPMS Record to scan Incidents on a daily basis for SLA breaches

**VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST**

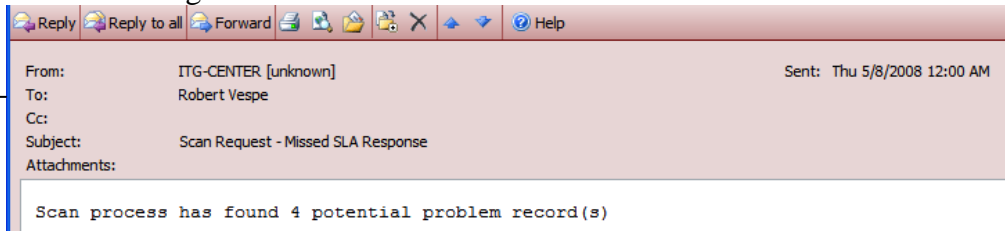
Scan Request Name: Missed SLA Response  
 Description: Scan Incidents for Missed SLA response times  
 Scan Request Query: Scan Incident SLA Response Missed  
 Priority Level: 2  
 Problem Status: Known Issue  
 Scan Status: Inactive  
 (This scan request will only be executed if Active)  
 Scan Number of Days Prior to Current Date: 3  
 Scan on Date Column: SrvCall.DateClosed  
 Scan Frequency Type: Days  
 Scan Frequency Value: 1  
 Number of Matches: 1  
 Problem Assigned to User: Vespe, Robert R.  
 Alert Notification Email Address: robert.vespe@itgonline.com  
 Enable Email Notification: Yes  
 Select Query: Select SrvCall.SrvCallID as [ServiceRecordID],SrvCall.ResponseSLAHours as [ResponseSLAHours],SrvCall.ORResponseSLAHours as [ORResponseSLAHours],SrvCall.ContractID as [ContractID] from SrvCall SrvCall where SrvCall.ContractID in (Select ContractID from GroupContracts where UserGroupID in (15,164))

Daily E-mail notice of Incident breaches to response time to Incident.



# Service Level Management

## E-Mail Message

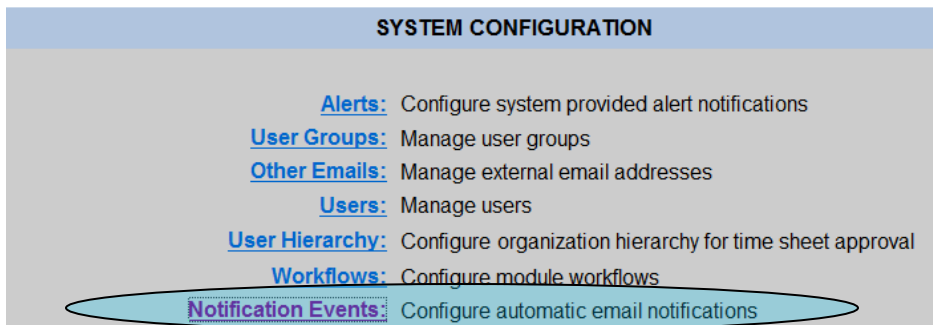


## Daily Report of SLA Response Time Breaches

Potential Problem Records fetched for Scan Request [ Missed SLA Response ]			
DateTime Created	IncidentID	ResponseSLAHours	ORResponseSLAHours
4/30/2008 4:10:17 PM	119860	3.87	2
4/30/2008 4:10:17 PM	128096	4.15	4
4/30/2008 4:10:17 PM	128480	5.79	4

### 4. Does the tool facilitate integration with monitoring and event management tools to enable triggering of service support related actions based on established thresholds?

Comments: Yes. There are several ways to facilitate these actions:  
Using the 'Notification Events' subsystem, notifications pertaining to service levels may be triggered based upon threshold evaluation. Email notifications may be sent to users, stakeholders and any other individuals as desired.



Using the PPMS system, a user may define thresholds which work in conjunction with its associated Ad-hoc scan to notify appropriate individuals or groups. The PPMS scan may search for particular incident types (disk usage alert or other event type) and notify particular individuals or groups. These individuals or groups may perform service support actions as necessary.

## Service Level Management

### 5. Does the tool manage the scheduling of the review cycle and renewal of SLAs, OLAs and Supplier Contracts?

Comments: Yes. Review cycle schedules may be managed using the Ad-hoc reporting system or the Contract Expiry alert notification. Review cycle reports for Contract reviews (expired or nearing expiration dates) may be created via an Ad-hoc report.

#### Contract Expiry Notification

**ALERT RECIPIENT ASSIGNMENT**

Select Alert: Notify Contract Expiry ➡

Select Contract: All Contracts ➡

BDM notification of selected alert for all contracts

Available Recipients	Assigned Recipients
Abdul-Rahmaan, Caleeh Adegbokun, Solomon Adewodu, Doyin Admin Affortu, Farouk	Timko, Robert M. Wald, Mike A.

#### Ad-hoc Report of Subcontractor Evaluations more than One Year Old

Query Results					
SubName	Address1	City	State	Phone1	LastEvaluationDate
A C SYSTECH, Inc.	PO BOX 131	Charlemont	MA	954-752-6603	3/3/2005
Z Castillo Compu-Tech, Inc.	6020 Mcpherson Road	Laredo	TX	956-726-4224	1/12/2006
ALT ESC-Inc.	5744 E. Shields Ave.	Fresno	CA	559-348-2490	2/14/2006
American Laser	101 Summerset Lane	Huntsville	AL	256-858-6040	2/24/2006
Z Chip Computers & Related Svc.	21 N. Mulberry St.	Lancaster	PA	717-393-0683	10/14/2005
Z CHM-Computer & Hi-Tech Management	412 Investor's Place #102	Virginia Beach	VA	800-966-0794	10/5/2005
PC Medic	110 Conewango Ave.	Warren	PA	814-728-6056	3/3/2006
AutoTek Computer Service	5 Kane Industrial Dr.	Hudson	MA	978-568-9722	1/18/2006
B & S Computer Services	6201 Veterans Pkwy, Suite J	Columbus	GA	706-322-0566	2/10/2006
B&N Computer Repair	4536 Buffalo Gap Rd	Abilene	TX	325-695-8420	1/12/2006
The Computer Bug	91 Main Street	North Adams	MA	413-662-2776	3/9/2005
Burton Computer Service	121 English Village Dr.	Long Beach	MS	228-865-9599	5/2/2005

#### Ad-hoc Report of Vendor Evaluations more than One Year Old

Query Results					
VendorName	Address1	City	State	Phone1	LastEvaluationDate
9 To 5 Computer Supply Dist., Inc	1548 The Greens Way, Suite #2	Jacksonville Beach	FL	904-280-2544	6/9/2006
ASI	48329 Fremont Blvd	FREEMONT	CA	510-226-8000	8/24/2006

### 6. Does the tool facilitate the automation and monitoring of supplier contracts and agreements with third party suppliers?

Comment: Yes. As depicted in the previous question, an ad-hoc report can filter out expired or nearing expiration contracts and produce reports specific to user needs.

# Service Level Management

## 7. Does the tool automate service availability and performance threshold monitoring against defined Service Level Agreements?

Comments: Yes. Service availability and up-time hours are automatically maintained on the CI. Using these values, an ad-hoc report may be created by contact to use in the comparison to defined SLA agreements.

**VIEW CONFIGURATION ITEM [ 215171 ]**

Contract #: 5999-000	POC Phone: 703-698-8282	Extension: 257	Customer DO #:
POC: George Harris	Alternate POC Phone:	Extension: 226	Customer DO Date:
Alternate POC: Sung Yoon	Price:		Maintenance DO #:
CI Number: D72500445500600	Price Type:		Maintenance DO Date:
<a href="#">CI Number Log</a> <a href="#">CI Number Summary</a>	Warranty Start:		DO Due Date:
Old CI Number:	Warranty End:		Ship Date:
Item Type: Server	Agency: ITG HQ		Install Date:
Subcomponent: None	Site/Location: Server Room		Training Date:
Model:	Address 2: 2745 Hartland Road		Billable: <input type="checkbox"/>
Description: ITG-CENTREDEMO	City: Falls Church		Not Active: <input type="checkbox"/>
Manufacturer: INTEL	State: VA	Zip: 22043	Last Modified: 2/23/2011 12:03:22 PM
Quantity: 1	Country: United States		Last Modified By: Yoon, Sung W.
CLIN:	Lifecycle Status: None		<input type="checkbox"/> External Data
Asset Tag: 505748	Response SLA Hours: 0		<input type="checkbox"/> Use PPM Hours for SLA
Urgency: 4 - Med/H	On-Site SLA Hours: 0		<input type="checkbox"/> Include Saturday in SLA
Impact: 4 - Med/H	Repair SLA Hours: 0		<input type="checkbox"/> Include Sunday in SLA
Priority: 4 - Med/H	Sales Order #:		<input type="checkbox"/> Include Holiday in SLA
	Invoice #:		Creation Date: 08 12 2008
	SKU #:		Down Time (hours): 18.6
Service Coverage Start Date: 08 16 2005			Up Time (hours): 47050
Service Coverage End Date:			Availability (%): 99.96
OEM Warranty Start Date:			Change Requests: 1
OEM Warranty End Date:			Approved Change Requests: 1
Acceptance Date:			

Comments: Installed in 2003 or earlier...

Configuration: Hostname: ITG\_CENTREDEMO - MAC: 00-11-2F-A5-32-02  
IP: 192.168.4.139 - Domain: itg.itgonline.com  
OS: Server 2k3 SP2 - Processor: PA-720 GHz - RAM: 1.34 GB

## 8. Does the tool facilitate reporting against SLA requirements? For example, reports of service achievements against SLAs, reports of reasons for Service Level Agreement breaches and report of service exceptions against SLAs.

Comments: Yes. Using the SLA Performance Report, SLA performance is list by entered date ranges.

### SLA Performance Report

**MEASUREMENT & ANALYSIS**

Reports marked with a (Y) will only retrieve data from year 2013 and beyond. You may change this to access data prior to the current year.

<b>Parts</b>	<input type="radio"/> Parts Owed by Field Engineers > 7 Days - (Y) <input type="radio"/> All Parts Owed > 7 Days - (Y)	<input type="radio"/> Parts Owed by Subcontractors > 7 Days - (Y)
<b>Activity Reports</b>	<input type="radio"/> Activity Reports Owed by Subcontractors > 7 Days - (Y)	
<b>Service Records</b>	<input type="radio"/> Find Service Record Percentage (Performance Measurements) <input type="radio"/> Item Type Service Record Summary By Contract and Item Type (Project Performance Measurements) <input type="radio"/> TAM Open Service Records Not Dispatched <input type="radio"/> TAM Open Service Records Dispatched w/Parts Shipped <input type="radio"/> Service Records and Service Record Complaints By Region <input type="radio"/> Service Record Performance By Serial Number	<input type="radio"/> Find Service Record Percentage By Hour (Performance Measurements) <input type="radio"/> Open Service Records By Contract <input type="radio"/> TAM Open Service Records Dispatched <input type="radio"/> Company Score Card (Project Performance Measurements) <input type="radio"/> Item Types in Service Records Vs Contract Item List <input type="radio"/> SLA Performance For Each Contract



# Service Level Management

## Date Ranges

**SLA PERFORMANCE FOR EACH CONTRACT**

*The mandatory editing fields are indicated with an asterisk \**

\*Date Range - Start:

\*Date Range - End:

## SLA Report

SLA PERFORMANCE FOR EACH CONTRACT						
Selected Date Range: 02/01/2008 - 02/29/2008						
Contract	Repair SLA met	Response SLA met	Total Incidents	Total Incidents with Responses	% Repair SLA met	% Response SLA met
4333-000	6	6	7	7	85.71%	85.71%
4550-005	0	1	1	1	NA	100.00%
5263-000	15	14	20	16	75.00%	87.50%
7451-999	0	7	7	7	NA	100.00%
7647-222	0	5	5	5	NA	100.00%
8001-003	2	2	2	2	100.00%	100.00%
8032-000	49	49	49	49	100.00%	100.00%
8042-000	14	14	14	14	100.00%	100.00%
Contract	Repair SLA met	Response SLA met	Total Incidents	Total Incidents with Responses	% Repair SLA met	% Response SLA met
ALL	1726	1553	1906	1572	94.47%	98.79%

Reports of service breaching and service exceptions against SLA requirements can be created using the Ad-hoc reporting system.

A customized table with common explanations of SLA exceptions and SLA breaches will be used to group and make these records reportable. The entry of additional information beyond the table of explanations will permit the recording of additional details.

Query Results	IncidentID	IncidentSLAExID	LastModificationDate	ModifiedBy	UserID	SLAExemptAuto	SLAExemptHours	SLAExemptFromDate	SLAExemptToDate	SLAExemptOnDate	SLAExemptOnTime
Comments											
POC is out of town.	126259	21230	4/4/2008	444		0	0			3/25/2008	18:42
Auto	126932	21231	4/4/2008	444		1	0			4/4/2008	17:47
Entered on: 4/4/2008 6:44:06 PM by:Almonte, Carlos R. left vm for Lien	127017	21232	4/4/2008	108		0	0			4/4/2008	18:04
test for reason	127020	21233	5/9/2008	332		0	8.88	5/10/2008	09:07	5/9/2008	09:07
Auto	127025	21234	6/19/2008	495		0	0.02	6/19/2008	14:01	6/19/2008	14:00
Auto	127026	21235	6/20/2008	26		1	0.05	6/20/2008	16:41	6/20/2008	16:38
Auto	127026	21236	6/20/2008	26		1	0.02	6/20/2008	16:51	6/20/2008	16:50
Auto	127009	21237	6/23/2008	162		1	0.07	6/23/2008	10:07	6/23/2008	10:03
Auto	127009	21238	6/23/2008	162		1	0			6/23/2008	10:56
Auto	126900	21239	6/23/2008	162		0	0			6/23/2008	11:07

## Integration Criteria

### Terminology

#### 1. Does the tool's use of terms and definitions align with ITIL terms and definitions?

Comments: Yes. The tool has been certified as ITIL compliant for Incident, Change, Configuration Item, and Problem Management.

### Incident Management

#### 1. Does the tool support Incident Management by automating, escalation, and notification activities based on response and resolution targets?

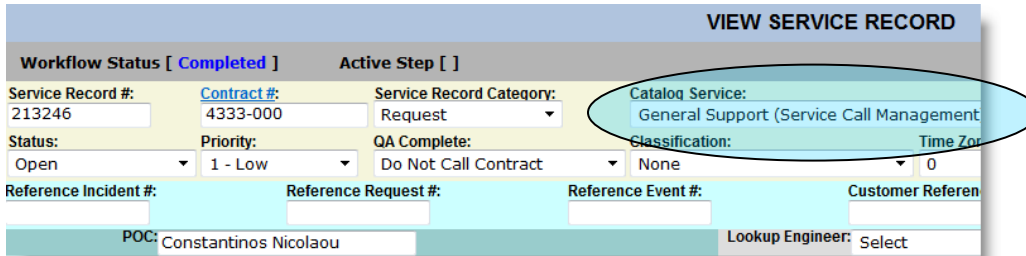
Comments: Yes. Incidents are under SLA management and automatically report (notify) on SLA response and resolution targets (see question 1, page 1).

# Service Level Management

## Service Catalog Management

**1. Does the tool support the management of the Service Portfolio by tracking and reporting on service attributes and levels published in the Service Catalog?**

Comments: Yes. Service levels published within the Service Portfolio and Service Catalog are tracked on the incident, fulfillment, and event management records and may be reported by attribute and service level using the flexible abilities within the ad-hoc reporting system

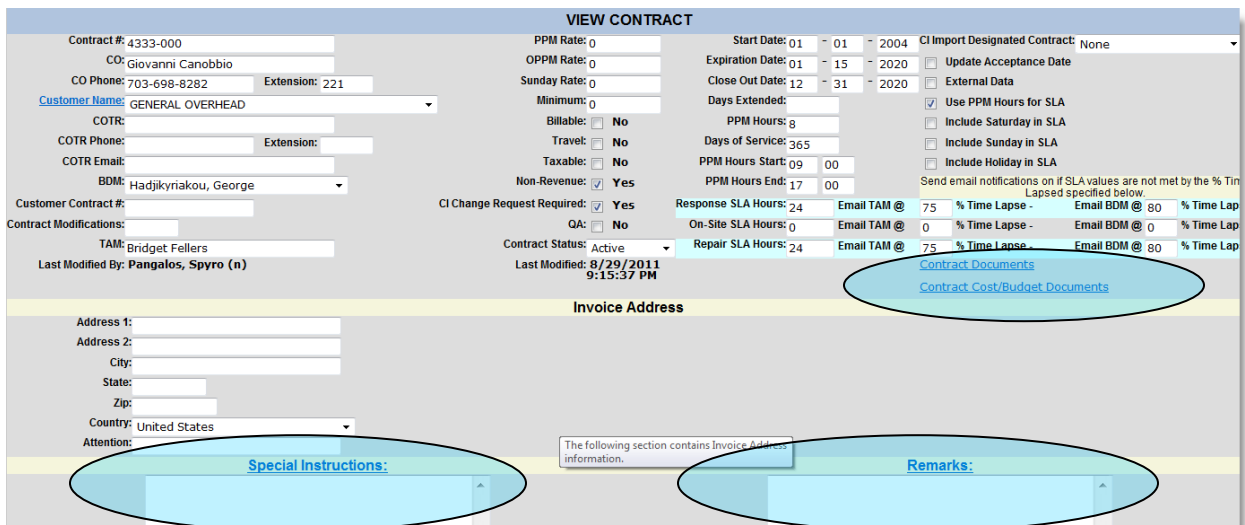


VIEW SERVICE RECORD			
Workflow Status [ Completed ]		Active Step [ ]	
Service Record #:	Contract #:	Service Record Category:	Catalog Service:
213246	4333-000	Request	General Support (Service Call Management)
Status:	Priority:	QA Complete:	Classification:
Open	1 - Low	Do Not Call Contract	None
Reference Incident #:	Reference Request #:	Reference Event #:	Customer Referen
POC: Constantinos Nicolaou		Lookup Engineer: Select	

## Change Management

**1. Does the tool provide SLA access to Change Management? For example, access to Service Level Agreement details, implementation windows, change blackout periods, and availability requirements.**

Comments: Yes. Service level agreement details, implementation windows, change blackout periods, and availability requirements may be documents, special instructions, or, remarks stored to the Contract record.



VIEW CONTRACT			
Contract #:	4333-000	PPM Rate:	0
CO:	Giovanni Canobbio	OPPM Rate:	0
CO Phone:	703-698-8282	Sunday Rate:	0
Extension:	221	Minimum:	0
Customer Name:	GENERAL OVERHEAD	Billable:	<input type="checkbox"/> No
COTR:		Travel:	<input type="checkbox"/> No
COTR Phone:		Taxable:	<input type="checkbox"/> No
COTR Email:		Non-Revenue:	<input checked="" type="checkbox"/> Yes
BDM:	Hadjikyriakou, George	CI Change Request Required:	<input checked="" type="checkbox"/> Yes
Customer Contract #:		QA:	<input type="checkbox"/> No
Contract Modifications:		Contract Status:	Active
TAM:	Bridget Fellers	Last Modified:	8/29/2011 9:15:37 PM
Last Modified By:	Pangalos, Spyro (n)		
Invoice Address			
Address 1:		Special Instructions:	
Address 2:		Remarks:	
City:			
State:			
Zip:			
Country:	United States		
Attention:			

## Service Level Management

### Configuration Management

#### 1. Does the tool facilitate the linkage of unique service levels to people records or Configuration Items?

Comments: Yes. SLA's are supported and managed to the CI level.

### CI Management

**VIEW CONFIGURATION ITEM [ 140944 ]**

Contract #: 8068-000	POC Phone: [ ]	Extension: [ ]
POC: [ ]	Alternate POC Phone: [ ]	Extension: [ ]
Alternate POC: [ ]	Price: [ ]	
CI Number: F0DD121	Price Type: [ ]	
<a href="#">CI Number Log</a> <a href="#">CI Number Summary</a>	Warranty Start: [ ]	
Old CI Number: [ ]	Warranty End: [ ]	
Item Type: Server	Agency: Lockheed Martin Corporation	
Subcomponent: None	Site/Location: 12506 Lake Underhill Road, Mail Poir	
Model: PowerEdge 2650	Address 2: [ ]	
Description: Server	City: Orlando	
Manufacturer: DELL	State: FL	Zip: 32825-5002
Quantity: 1	Country: United States	
CLIN: [ ]	Lifecycle Status: None	
Asset Tag: [ ]	Response SLA Hours: 0	
Urgency: 1 - Low	On-Site SLA Hours: 0	
Impact: 1 - Low	Repair SLA Hours: 0	

## Optional Criteria

#### 1. Does the tool facilitate the production of real time performance dashboards related to service and process metrics?

Comments:

#### 2. Does the tool facilitate the verification and consistency of SLAs in their relationships to the Supplier Contracts and Operational Level Agreements? For example, ensuring that Incident response times in the OLA are not greater than what is promised in the SLA with the customer.

Comments:

Revised 12/24/2013