Lorem Ipsum

Service Level Agreement
Policy Template
&
Sample KPI Metrics

Janco Associates, Inc.

2023 Edition

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Service Level Agreement

Definition of What a Service Level Agreement is

A service-level agreement (SLA) is a contract between a service provider and a customer that specifies, usually in measurable terms, what services the network service provider will furnish. Many Internet service providers provide their customers with an SLA. More recently, IT departments and their CIOs have adopted the idea of writing a service level agreement so that services for their customers (users in other departments within the enterprise) can be measured, justified, and perhaps compared with those of outsourcing network providers.
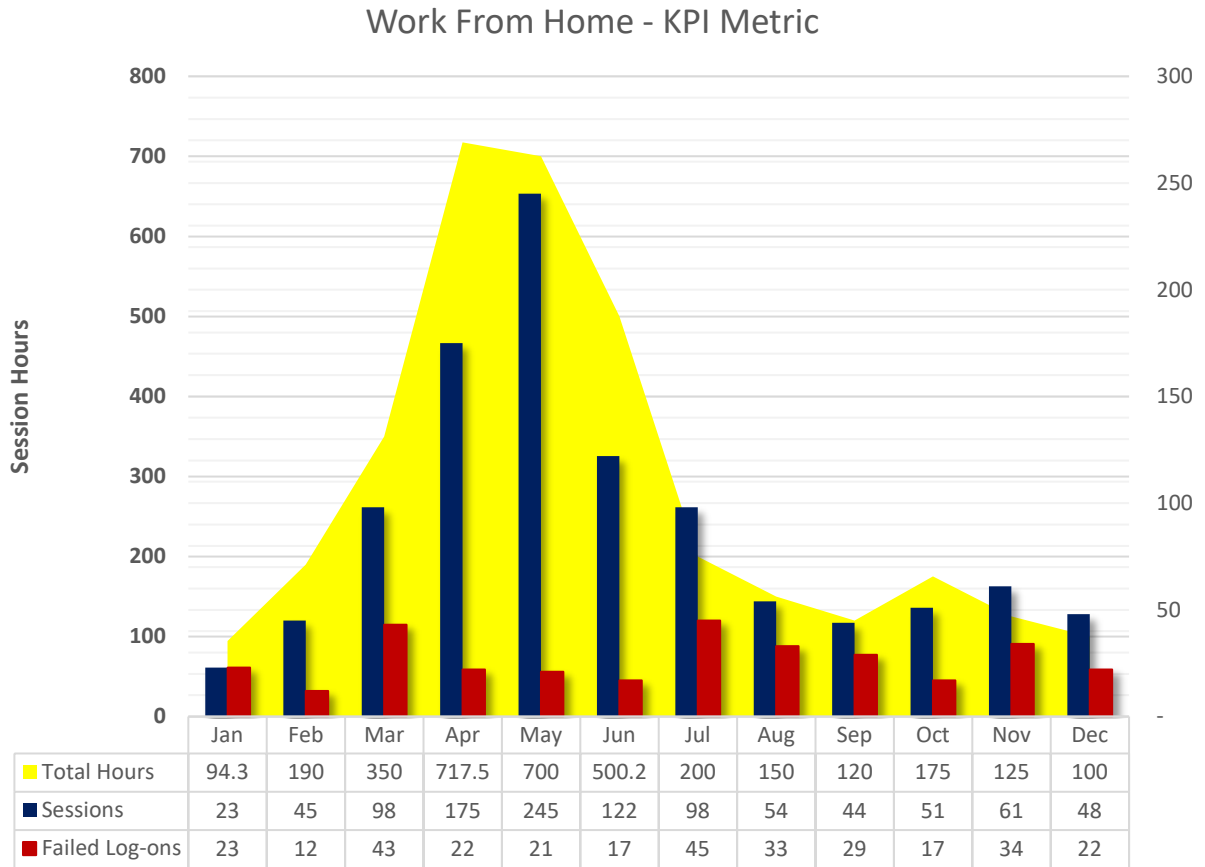
Some metrics that SLAs may specify include:

- Help desk response time for various classes of problems
- Dial-in access availability
- Usage statistics will be provided.

Work From Home - KPI Metric

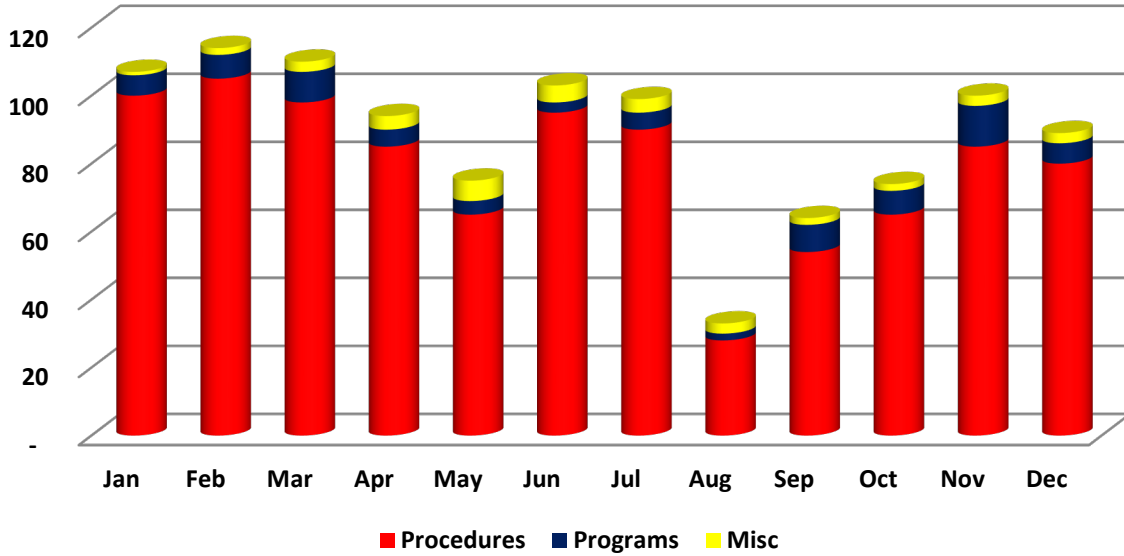|	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Hours	94.3	190	350	717.5	700	500.2	200	150	120	175	125	100
Sessions	23	45	98	175	245	122	98	54	44	51	61	48
Failed Log-ons	23	12	43	22	21	17	45	33	29	17	34	22

This is one of many KPIs that can be used for SLAs. Janco does provide services to review your WFH operations and generate custom KPI Metrics. Call for a quote.
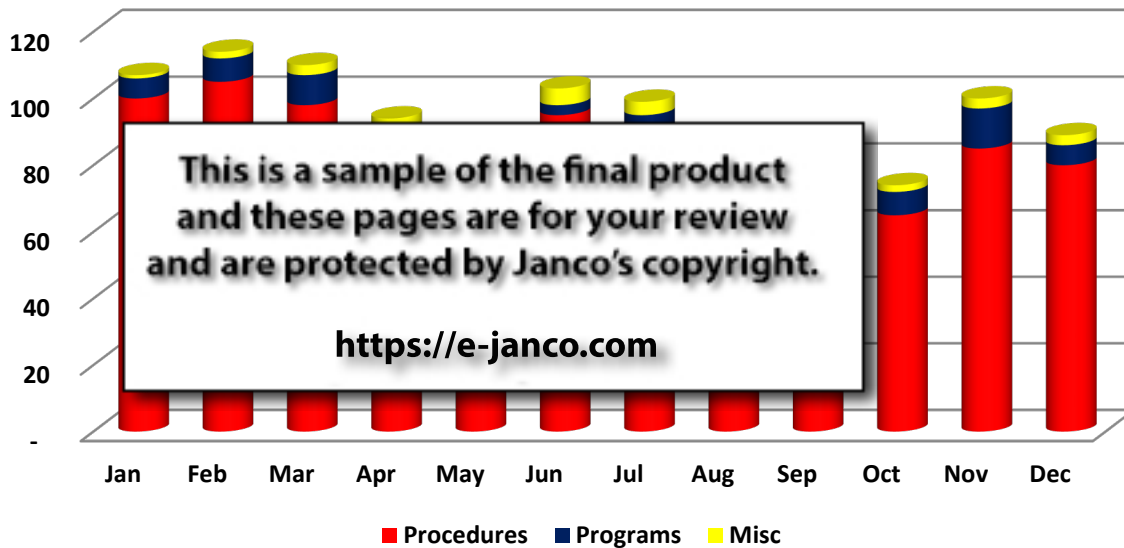
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Number Reported Events / Problems - Nightly Batch

Legend: ■ Procedures ■ Programs ■ Misc

Number Reported Events / Problems - Nightly Batch

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Legend: ■ Procedures ■ Programs ■ Misc

Job Descriptions

Five (5) job descriptions are included with this policy template. It comes separately in its directory.

Director IT Management and Controls

Manager KPI Metrics

Manager Metrics

Metrics Measurement Analyst

SEO Specialist

For more information on the full inventory of Janco's Job Descriptions go to:

https://e-janco.com/IT_Job_Descriptions.htm - Job Descriptions

https://e-janco.com/it-Job-Family.html - IT Job Family Classification System

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2023 Edition

- Updated to reflect the latest compliance requirements
- Updated all included job descriptions

2022 Edition

- Added job description for Manager KPI Metrics
- Updated to reflect the latest compliance requirements
- Updated all included job descriptions
- Added detailed job description for Manager KPI Metrics

2021 Edition

- Updated to reflect the latest compliance requirements
- Updated all included job descriptions
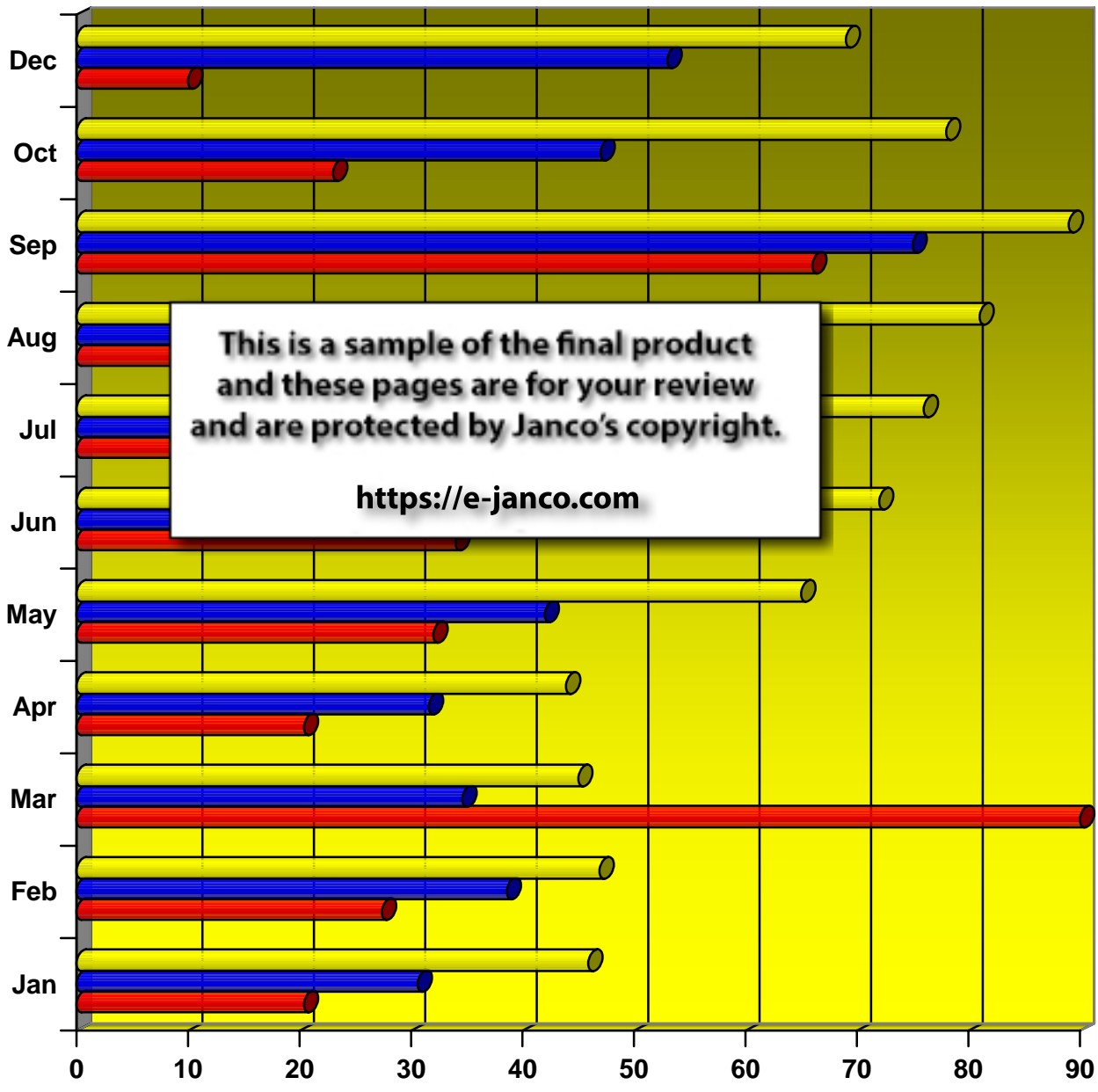- Added detailed job description for SEO Specialist

2020 Edition

- Added Work From Home metrics
- Added an eReader version of the Policy

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Service Level Agreement and Policy Template with Sample Metrics

Sample SLA Metrics

Service Levels

System Management

Weekly Call Volumes

Response Times

Desktop - Mean Time To Repair

Problem Analysis

Ticket Volumes by Group

Tickets by Severity

Infrastructure

Infra Notes

Infra Comm 1

Infra Comm 2

Internet Usage

Abend Analysis

Tracking Abends

Abend Impact

Applications

Application Development

System Monitoring Center

1st SMC Group

2nd SMC Group

3 rd SMC Group

4th SMC Group

5th SMC Tape Rpt Aging

Dataset Aging Example Metrics

SMC SRT (Cars,IW, M&D, DATool)

SMC SRT (All Summary)

SMC SRT (MAPS, OfficeV)

SMC SA (CARS,MAPS, IW, M&D)

System Management

Number Reported Events/Problems - Nightly Batch

Number Problem Events

800

600

400

200

0

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan

Target: Decreased (lower) Number of Events

■ JCL ■ Non-Zero ■ Misc. Problems

All Systems

50,000,000

40,000,000

30,000,000

20,000,000

10,000,000

0

Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

(Actual Data)

■ # CICS ■ #IMS