



HP Service Manager Service Level Management module

Data sheet



HP Service Manager Service Level Management module helps keep your IT services aligned with business needs. It makes it easy to develop standardized service level objectives for calls, incidents, problems and changes and to construct appropriate service level agreements.

Key benefits

- Improve IT service alignment with business objectives.
- Gain better measurements for prioritizing service tasks.
- Align your IT department with service delivery goals.
- Enable cost-based service delivery pricing.

The service level management challenge

With continuing demand to improve customer satisfaction and deliver quality service, top executives are paying close attention to operational costs and the processes needed to meet service level agreements (SLAs). In fact, 64% of executives say managing SLAs is a top priority, but managing complex agreements can be a daunting task. Organizations are challenged to find the right balance of resources, business objectives and cost. When agreements are not met, organizations are at risk of being penalized or charged back for the services they did not deliver.

HP Service Level Management helps organizations meet these challenges by automating processes, controlling costs and enforcing standards for delivering quality service. With Service Level Management, IT can begin to better understand and control the level of service and support its customers expect. Organizational resilience—the ability to proactively alert IT before an agreement is breached—is the sign of a mature organization. HP Service Level Management is designed to help organizations reach this level of maturity.



Product overview

The HP Service Manager Service Level Management module enables the negotiation of acceptable service support response times and service availability requirements. The HP Service Level Management process starts with a focus on high level business services provided by IT, and it extends the focus down to specific operating process tasks and the individual hardware and software components that make up a service. HP Service Level Management's powerful workflow capabilities allow information to be extended across the enterprise for effective decision making. HP Service Level Management considers service entitlements, underpinning contracts, lease information and priorities relative to other service requirements.

SLAs define two major facets of service: the availability of a specific resource within an allotted time frame and performance guarantees for service response times.

With HP Service Level Management, your organization can:

- Measure better the relationship between the service desk and the customer.
- Determine how to continue to meet agreements as well as gradually improve services.
- Identify proactively acceptable tradeoffs between service levels and the cost of delivering services.
- Leverage repeated processes.
- Help improve customer satisfaction by achieving mutually agreed-upon support levels.
- Align better IT to business needs.
- Build processes based on the industry-standard ITIL framework.

Response time objectives can be driven by any number of conditions, such as priority, affected service and location.

Powerful features

Service Catalog driven agreements

HP Service Manager Service Level Management is tightly integrated with the HP Service Manager Service Catalog module. Service Level Agreements can be designed to govern specific services provided by IT. Service delivery objectives drive and measure the process of providing new services to IT customers. Service support objectives express the response time and availability expectations around specific high level services. Through the process of outage spreading, availability requirements for high-level services take into account issues taking place in supporting infrastructure.

HP Service Manager Service Level Management links information to availability management and confirms that mission-critical systems are identified and monitored.

Availability guarantees

Following IT Infrastructure Library (ITIL) best practices, HP Service Manager Service Level Management links information to availability management and confirms that mission-critical systems are identified and monitored. As a result, incidents can be prioritized appropriately, and the right resources assigned. The out-of-the-box, predefined workflows alert the relevant stakeholders—all without interruption to the business.

HP Service Level Management has important linkages with other HP Service Manager software capabilities, such as service management, incident management, problem management, change management and service request catalog.



Expanded response time objectives

Response time objectives can be driven by any number of conditions, such as priority, affected service and location. Users can specify the agreed-upon response times for the different IT teams responsible for providing IT services, making it possible to manage SLAs through different service organizations, including third-party service providers and vendors. Flexible time zone configuration allows you to calculate deadlines and meet objectives across global operations.

SLA performance monitoring

Collect, store and collate data to measure SLA performance and health in real time, providing management with the tools needed to confirm the proper prioritization of incidents and the overall quality of service.

End-user entitlement tracking

Determine which end users can obtain service, the level of service to which they are entitled and that the delivery of services meets their specified requirements. Entitlement tracking promotes the proper setting of end-user expectations and allows for demand planning, giving organizations the ability to better utilize staff resources.

Immediate breach identification

HP Service Level Management reports against multiple SLAs, allowing only the strictest agreement to drive workflow processes. Powerful product workflows provide process control and help prevent unwarranted breaching of agreements.

Expanded process integration

Following the ITIL best practice, HP Service Level Management has important linkages with other HP Service Manager software capabilities, such as service management, incident management, problem management, change management and service request catalog. These linkages facilitate better visibility into the delivery of service across the enterprise.

Service-level objective catalog

Organizations can define a common catalog of objectives that confirms that all SLAs are based on standard objectives. The catalog serves as the single source for ordering and establishing available services and provides a meaningful communication vehicle for the IT organization and its customers. Objectives are added by choosing from the service objective catalog and also can be custom created for each SLA.

Management reports

Robust reporting capabilities provide mission-critical feedback to the IT service management organization in the form of service metrics relevant to each business units. Management can begin disseminating this information so that strategic decisions can be made regarding the best use of IT resources and tools as well as how to prioritize the services needed to support the business. This helps better align IT with the business by identifying and properly sustaining mission-critical services.

A complete solution

Comprehensive training

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