



KYNA AUTREY & JOE BRYSON, SAIC

PAGE 2 SUGGESTED SERVICE LEVEL AGREEMENT AND UNDERPINNING AGREEMENT CONTENT

1.	<p>Q: Are you creating this competition with the vendor and your IT organization or did you define core competencies that are part of this competition?</p> <p>A: By its nature, if core competencies exist between two or more parties whether it is between a vendor and an IT organization or two similar vendors, competition is created. It rarely is intentional but rather inherent. Service and its varying levels create competition.</p>
2.	<p>Q: What are the challenges of replacing or introducing a new vendor in a multi-vendor supply chain?</p> <p>A: There are multiple challenges so you must always go back to your core mission of delivering value to the customer. Know that when you switch out one vendor for another you are doing it for a reason: to increase not decrease customer service value. Your goal is to make it seamless. Have well defined processes and information in place so there is no gap in service or service quality.</p> <p>Knowledge transfer processes need to be rock solid with no knowledge dropped. The transitions need to be measured and managed.</p>
3.	<p>Q: How do Underpinning Agreements avoid creating additional bureaucracy to the existing legally-binding contracts? Are Underpinning Agreements legally-binding?</p> <p>A: The word contract makes an Underpinning Agreement legally binding. The contract language makes it so. Any contract external to the organization is and should be a legally-binding.</p> <p>To avoid bureaucracy, again, focus on the business. Don't get hung up in anything that shifts focus on delivering service value to the business.</p> <p>Having a Service Level Manager (SLM) role is also important. A SLM who is not in one service division or another but sits independently and is able to look at everything as a whole for the benefit of the SLA and the business helps eliminate bureaucracy.</p>
4.	<p>Q: Are you often brought into Service Strategy conversations, as well, where new services are being considered?</p> <p>A: Absolutely. You should always bring in those who are the Subject Matter Expert for delivering that service to add to a Service Strategy discussion. More and more frequently it is even written into contracts that we are involved in not just the design of services but the strategy, as well.</p> <p>Also written into contracts is to revisit requirements at least annually. Strategically, it helps to hold Service Delivery Organizations (SDOs) and IT accountable for having these conversations and these conversations are very important to contracts and requirements. Strategy discussions and revisiting requirements sometimes lead to agreements becoming unnecessary or lowering its importance. For example, you may have a "Gold" agreement at one point on an application but usage decreases and its importance to the business decreases so the service level can alter.</p>

Suggested Service Level Agreement and Underpinning Agreement Content

Provided by: Kyna Autrey / Joseph Bryson	SLA	Underpinning Agreements
Business case	X	X
SLA		X
Service description	X	
Support service description		X
Scope of the agreement	X	X
Constraints / dependencies	X	X
Service hours	X	X
Service availability	X	
Availability management		X
Reliability	X	
Customer support	X	
Contact points and escalation	X	X
Service performance	X	
Batch turnaround times	X	
Functionality (if appropriate)	X	
Change management	X	X
Service continuity	X	X
Security	X	X
Release management		X
Configuration management		X
Service desk and incident response times and responsibilities		X
Problem response time and responsibilities		X
Capacity management		X
Service level management		X
Supplier management		X
Printing	X	
Provision of information		X
Responsibilities	X	
Tool considerations		X
Continual service improvement	X	X
Charging (if applicable)	X	X
Service reporting and reviewing	X	
Glossary	X	X
Amendment sheet	X	X