



## Foundations of Service Level Management

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 Summary: Introduction.I: THEORY AND PRINCIPLES. 1. The Challenge.Mission Impossible. Divergent Views. Technical Challenge. What Is SLM? Pros and Cons. Other Service Providers. The Importance of SLM. Why Now? Summary.2. The Perception and Management of Service Levels.Availability. Performance. Workload Levels. Security. Accuracy. Recoverability. Affordability. Summary.3. Service Level Reporting.Audience. Types of Reports. Frequency of Reporting. Real-Time Reporting. Summary.4. Service Level Agreements.The Need for SLAs. Functions of SLAs. Types of SLAs. SLA Processes. Summary.5. Standards Efforts.IT Infrastructure Library. Distributed Management Task Force (DMTF) SLA Working Group. Internet Engineering Task Force (IETF)-Application Management MIB. Application Response Measurement Working Group. Summary.II: REALITY. 6. Service Level Management Practices.Lack of Common Understanding. Current Service Level Management Practices. Summary. References.7. Service Level Management Products.Monitoring Tools. Reporting Tools. SLM Analysis. Administration Tools. Summary.III: RECOMMENDATIONS. 8. Business Case for Service Level Management.Cost Justifying Proactive Service Level Management. Quantifying the Benefits of Service Level Management. A Sample Cost Justification Worksheet. Summary.9. Implementing Service Level Management.Planning the Rollout. Going Live with SLM. Following Through. Summary.10. Capturing Data for Service

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