How **HelpLINE** supports your ITSM – SERVICE LEVEL MANAGEMENT

Why Service Level Management disciplines are needed

Service Level Management describes the activities that enable the management of the relationship between the service provider and the user. Some of the activities covered by Service Management are;   planning, drafting, agreeing, monitoring and reporting on Service Level Agreements (SLA's).

Service Level Management is vital so that the right level of IT support can be provided. Active performance monitoring against SLA objectives is needed to assess whether or not service is being provided at adequate levels.

The goal of Service Level Management

To improve service quality through a continuous cycle of agreeing, monitoring and reporting on IT service achievement and initiating activities to remove poor service. HelpLINE assists you to actively track your service level performance and plan the action you need to take:

- To provide a easy points of contact for customers
- To facilitate the restoration of normal operational service with minimal business impact on the customer within agreed service levels and business priorities.
- To ensure support business activities to agreed levels and measures
- To deliver against prescribed customer requirements
- Service objectives, goals and deliverables are clearly delivered
- Service levels are practical, agreed and regularly reviewed against cost and benefit criteria

Key Service Management activities supported by HelpLINE

HelpLINE assists you to deliver effective and orderly Service Level Management in the following areas:

Key Activity types	Supported by HelpLINE
Incident Prioritisation procedures	✓
Incident Escalation processes	✓
Measuring service performance in line with respond or fix deadlines	✓
Agreed communication notifications to users	✓
Management reporting to track SLA performance	✓

Benefits achievable through HelpLINE functionality

The main benefits to be gained by implementing a Release Management process are:-

- Improved focus for your IT resources

- Improved perception of customer service and better satisfaction of the IT function through achievement of agreed service delivery

- Improved relationship between the IT function and its customers

- Better quality and quicker turnaround of customer requests

- Improved teamwork and communication

- Enhanced focus and a proactive approach to service provision

- Better managed infrastructure and control

- Improved usage of IT support resources and increased productivity of business personnel

- More meaningful management information to support decisions.