



Service Level Agreements Help or Hindrance

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Purpose

- Clear agreement with customer / funding body of services to be provided
- Definitions
- Description of services
- Measurement



Period of SLA

- 12 month period

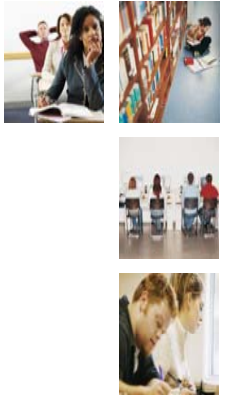


Continuous Improvement and Reporting



- JANET(UK) and funding body work together to identify ways in which the services may be improved.
- Performance reporting will be used to help in this process
- JANET(UK) will treat any incident leading to interrupted or degraded service as an opportunity to determine appropriate action to prevent future occurrences of the problem.

Original JANET SLA



- Created in mid 1990s
- Complex document
 - Includes specifics re funding and staffing
 - Includes policy
 - Detailed service descriptions
 - Detailed reporting
 - Difficult for the customer to understand/read
 - Not generic

Annual Negotiation

- Negotiate changes each year
- Start negotiations 9 months before start
- Completion two months before end of current year

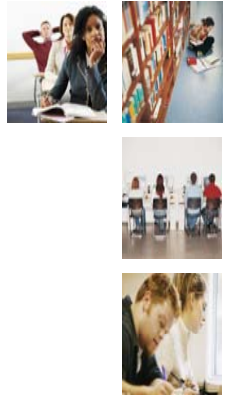


Major Change for 2007-2008



- Service Level Agreement to be composed of:
 - Memorandum of Understanding (MoU)
 - Service Description
 - Overview
 - Scope
 - SD specific items
 - Service Level Description

MoU



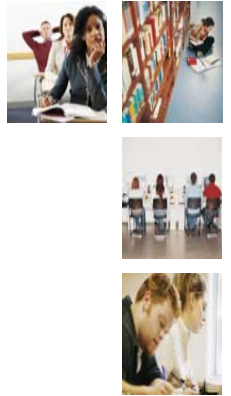
- Definition
- Purpose
- Term of MoU
- Services to be provided
- Continuous Improvement and Reporting
- Monitoring and Auditing of Services
- Submission of a budget and operating plan

MoU continued

- Creation of new Services
- Termination of Services
- Charging Principles
- Annual Review
- Change control procedure

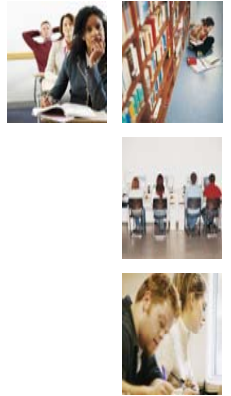


Service Descriptions



- Aim to be generic
- Can apply to different customers
- Number of service descriptions i.e. JANET service, Federation service, others.

JANET Service Descriptions



- Definitions
- Preamble
- Services - eg IP Services, Application Services, etc.
- High level descriptions
- Reporting separate
- Specific JISC items



Questions?