

How to SLA management

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Overview

This is an example of creating and managing a BSM group.

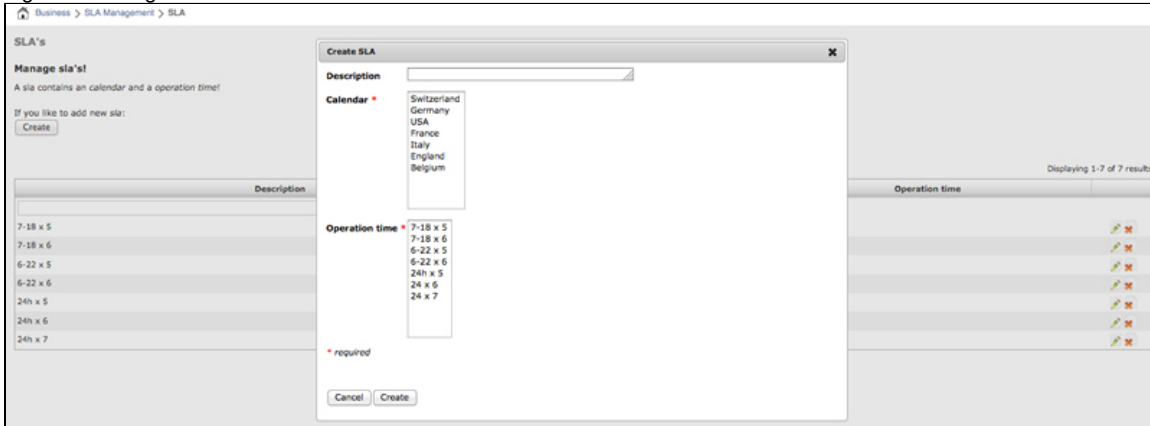
Steps

How To Create a New SLA

A Service Level Agreement (SLA) contains a calendar to manage holidays such as Easter and Christmas for an associated location, and an operation time for the system operator or user of the SLA. The configuration for the calendar is managed in the **Holidays** and **Calendar** option, and set up for operations time in **Operation Time**.

1. Select **Business > SLA Management > SLA**.
2. Select **Create**. Enter a **description**, select a **calendar** for the appropriate location, and an **operation time** for the new SLA, when finished select **Create**.

Figure: Creating an SLA

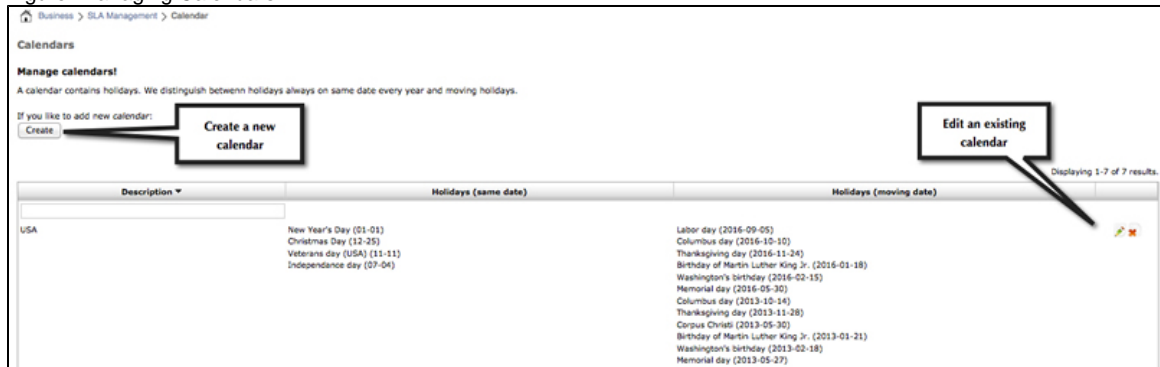


How to Manage Calendars

The **Calendar** option enables you to manage calendar events including holidays that land on the same date every year and moving holidays. Configuration for the calendar holidays is managed in the **Holidays** option discussed next.

1. Select **Business > SLA Management > Calendar**.
 - To edit an existing calendar, select the edit icon at the end of the corresponding row. When finished select **Save**.
 - To create a new calendar select **Create**. Using the **Shift** and **Ctrl** keys, scroll through the options and select the appropriate repeating holidays and moving holidays for the SLA, when finished select **Create**.

Figure: Managing Calendars



How to Manage Holidays

The *Holidays* option enables you to manage calendar holiday information such as day, month, description, and year. Holidays include holidays on same date every year and moving holidays which have a different date every year.

1. Select **Business > SLA Management > Holidays**.
 - To edit an existing holiday, select the **edit icon** at the end of the corresponding row.
 - To create a new holiday select the **Create** button for the corresponding type of holiday. These lists will show up when using the *Calendars* option.

Figure: Managing Holidays

Holidays

Holiday on same date every year
Holidays always on the same day of the year

If you like to add new holiday:

Displaying 1-10 of 23 results.

Day	Month	Description
01	01	New Year's Day
01	05	Labour Day
25	12	Christmas Day
26	12	St Stephen's Day
01	11	All Hallows
21	07	National Day (BE)
15	08	Assumption Day
11	11	Memorial Day (BE, FR)
06	01	Epiphany (IT, CH, DE)
25	04	Liberation Day (IT)

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Moving holiday (only once)

If you like to add new holiday:

Displaying 1-10 of 72 results.

Day	Month	Year	Description
01	04	2013	Easter monday
21	03	2014	Easter monday
06	04	2015	Easter monday
28	03	2016	Easter monday
09	05	2013	Ascension day
06	04	2012	Karfreitag
09	04	2012	Ostermontag
29	05	2014	Ascension day
14	05	2015	Ascension day
05	05	2016	Ascension day

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How to Manage Operation Time

Operation Time allows you to set a system period during which a system should work in a manner acceptable to the operators and users.

1. Select **Business > SLA Management > Operation Time**.
 - To edit an existing time, select the **edit icon** at the end of the corresponding row.
 - To create a new operation time select the **Create** button and enter the time (military) for each day to be included in the operations time. You can also type at the top of each column to search and sort for specific times. These time will show up when creating a SLA.

Figure: Setting Operation Time

Operation time

Manage your operation time!
Operation time means a period during which a system should work in a

If you like to add a new operation time:

Description	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7-18 x 5	07:00-18:00	07:00-18:00	07:00-18:00	07:00-18:00	07:00-18:00	07:00-18:00	07:00-18:00
7-18 x 6	07:00-18:00	07:00-18:00	07:00-18:00	07:00-18:00	07:00-18:00	07:00-18:00	07:00-18:00
6-22 x 5	06:00-22:00	06:00-22:00	06:00-22:00	06:00-22:00	06:00-22:00	06:00-22:00	06:00-22:00
6-22 x 6	06:00-22:00	06:00-22:00	06:00-22:00	06:00-22:00	06:00-22:00	06:00-22:00	06:00-22:00
24h x 5	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00
24 x 6	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00
24 x 7	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00	00:00-00:00

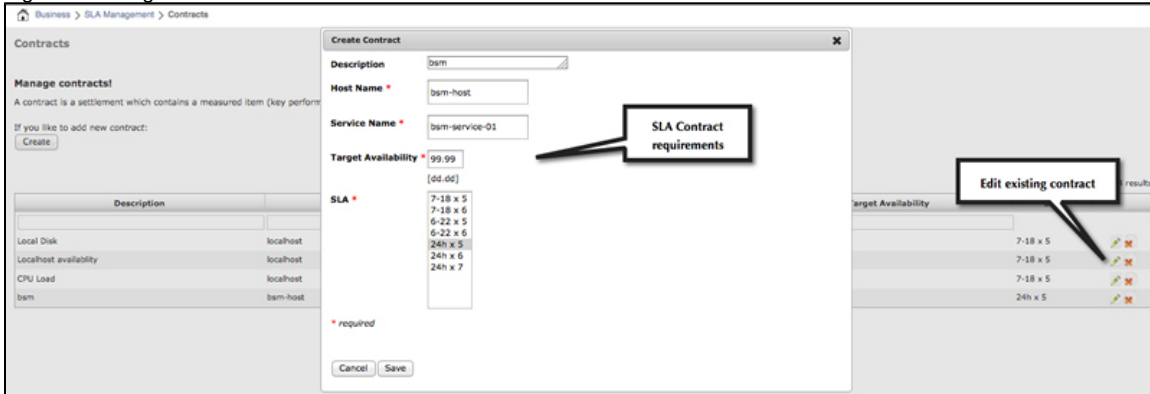
Displaying 1-7 of 7 results.

How to Manage Contracts

Contracts is the location where you enter the items to be measured and their target availability with is associated with a SLA.

1. Select **Business > SLA Management > Contracts**.
 - To edit an existing item, select the **edit icon** at the end of the corresponding row.
 - To create a new item select the **Create** button and enter the contract information. **Description** is the name of your contract item, **Host** and **Service** are your items to be measured, and the **Target Availability** is an agreed upon percentage targeting the availability of the measured items, e.g. localhost has a 98% target for availability.
2. The contract items are then associated with a defined **SLA** and therefore bundling a contract item, with holidays, and operation time.

Figure: Defining SLA Contracts



How to Manage Downtimes

The Downtimes option is for SLA relevant downtimes, meaning only those downtimes that will affect the SLA reporting.

1. Select **Business > SLA Management > Downtimes (SLA Relevant)**.
 - To edit an existing scheduled downtime, select the **edit icon** at the end of the corresponding row. When finished select **Save**.
 - To create a new downtime select the **Create** button and enter a start and time, a description of the downtime, and an associated contract item. When finished select **Create**.

Figure: Managing SLA Downtimes

