**Service-Level Agreement Proposal**

**Scope:** The below Service-Level Agreements (SLA) definition will be applied to all newly created Incidents within the ServiceNow platform. This SLA will not retroactively apply to any existing Incidents unless the Priority field is updated. This SLA process will be treated as a new feature of the platform and will apply to all Incidents created within ServiceNow.

The below table defines the three SLAs that will be created and the expected completion times in **business days**:

|  |  |  |
| --- | --- | --- |
| **SLA Classification** | **Priority (Field)** | **SLA Duration** |
| Critical | Critical | 1d |
| High | High | 3d |
| Medium | Medium / Elevated | 5d |
| Low | Normal | 7d |

The Priority (Field) is calculated using the following Impact and Urgency logic:

|  |  |  |  |
| --- | --- | --- | --- |
| **Order** | **Impact (Field)** | **Urgency (Field)** | **Priority (Field)** |
| 100 | 1 - High | 1 - High | 1 - Critical |
| 200 | 1 - High | 2 - Medium | 2 - High |
| 300 | 1 - High | 3 - Low | 3 - Elevated |
| 400 | 2 - Medium | 1 - High | 2 - High |
| 500 | 2 - Medium | 2 - Medium | 3 - Elevated |
| 600 | 2 - Medium | 3 - Low | 4 - Medium |
| 700 | 3 - Low | 1 - High | 3 - Elevated |
| 800 | 3 - Low | 2 - Medium | 4 - Medium |
| 900 | 3 - Low | 3 - Low | 5 - Normal |

**WE WILL DEFINE BUSINESS DAYS 8-8 excluding weekends and holidays**

This is a new feature of the platform and will apply to all Incidents.

**The following will occur when any of the above defined SLAs are active:**

* The Due Date (due\_date) field will be set to the value defined in the above table, business days are calculated from the Opened (opened\_at) date. This will overwrite any existing values in the Due Date field. The Due Date field may be changed manually (and the SLA should reflect this Due Date change), however it will always be overwritten if the Priority field is changed.
* If the Due Date field is changed more than **5?** times, a notification should be sent to the Technician’s Manager.
* A Report / Dashboard will be created that shows all Incidents with an active SLA / Due Date Assigned.
	+ A dashboard widget can be added to the user's homepage or link to report within ServiceNow?
* A Scheduled Job will be created that sends a report to Technicians of upcoming and violated SLAs.
* Managers will be sent a weekly report of violated SLAs for their group.

**Start Conditions:**

* SLA for **Low Priority Incidents**: (SLA Classification == Low) AND NOT Resolved/Closed
* SLA for **Medium Priority Incidents**: (SLA Classification == Medium) AND NOT Resolved/Closed
* SLA for **High Priority Incidents**: (SLA Classification == High) AND NOT Resolved/Closed
* SLA for **Critical Priority Incidents**: (SLA Classification == High) AND NOT Resolved/Closed

**Pause Condition:**

* The Incident has reached an Awaiting User Info state (this SLA takes precedence).
	+ For Critical and High priority incidents, it will not auto-close in this state but ping the user repeatedly every 1-2 days then drop priority.
* The Incident has reached an On Hold state.
* The Incident has reached an Awaiting Pickup state.
* The Incident has reached an Awaiting Vendor state.
* Resolved Incidents will pause until they auto-close after 3 business days. If a Resolved Incident is re-opened on the Portal, the existing SLA will continue.

**End Conditions:**

* The Start Conditions are not met.

An incident’s **priority** is determined by its **impact** on users and its **urgency**.  Impact is the measure of damage the incident is causing.  Urgency is how quickly a resolution is required.

**Impact:** The key factor in measuring impact is the **impact the incident has on the University**. Each incident should be reviewed on a case-by-case basis with appropriate impact assessment based on the following criteria.

* **High - Business critical service issue affecting:**
* Whole University
* Department or multiple Departments
* More than 10 users
* Examples:
	+ Network outage affecting a building
	+ Email issue affecting department

* **Medium - Non-critical service issue affecting:**
* Small group of two to 10 users
* Examples:
	+ Departmental Printer

* **Low**
* One user affected (other than a VIP, including Vice-Presidents or the President)

**Urgency:** The extent to which the incident's resolution needs attention.

* **High:** Any incident that is important and requires immediate action as it is business critical/urgent.
* **Medium:** Any incident that is important but does not require immediate action, such as moderate loss of functionality or performance resulting in minor performance degradation. The incident does not impact production.
* **Low:** Any incident that results in minimal or no interruptions to normal operations, such as minor loss of functionality, any new service help or how-to questions.