ITSM. Service Level Management. Service development

Characteristic	Definition
Assignment	Definition and formalization of service level requirements Development of service specifications Preparation and approval of Service Level Agreement with Service owner
Field of use	Service
Creatio compatibility	Service Creatio, enterprise edition 7.10+

List of system objects in use	Basic sections:
	    • Services
	    • Contacts
	    • Activities
	System section:
	    • Users

List of process users roles

Role	Description
Service Level Manager (Process owner)	Specifies service level requirements based on the information from Service owner Develops or coordinates preparation of service specifications Prepares Service Level Agreement and approves it with Service owner Performs organizational work on release of new service
Service owner	Informs about business requirements to the service level Approves Service Level Agreement

Process description

Process step	Assignee	Step description
Status changed to "Under development"	Service Level Manager	To start the business process, Service Level Manager creates new service with status "Under development" or updates existing service with the same status.
Define service level requirements with Service owner	Service Level Manager	Service Level Manager meets with Service owner to define and formalize service level requirements.
Develop service specifications	Service Level Manager	Based on service level requirements Service Level Manager develops or coordinates preparation of service specifications table sheets.
Prepare Service Level Agreement	Service Level Manager	Service Level Manager prepares Service Level Agreement according to detailed service specifications. In Service Level Agreement the service is described in non-technical terms at the level of business understanding.
Notify Service owner about SLA readiness	Service Level Manager	Service Level Manager mails a notification to Service owner that Service Level Agreement is ready.
Approve SLA with Service owner	Service Level Manager	Service Level Manager approves Service Level Agreement with Service owner.
Update service info with specifications and SLA	Service Level Manager	After positive approval Service Level Manager attaches specifications and Service Level Agreement at the service page.
Publish service in Service Catalog	Service Level Manager	Service Level Manager if necessary sends a request to add new service to the other information systems and notifies all interested parties about new service deployment.

Implementation guidelines

1. Install the package using the [Installed applications] functionality in [System designer].

2. Add employees of the department, responsible for service development, as Creatio users.

3. Configure user's mailboxes in Creatio to send emails as part of the business process workflow.

4. To start the business process, create new service with status "Under development" or update existing service with the status "Under development".