

IT Service Management: Service Level Management

Delivering high quality, cost-effective and predictable IT services is becoming increasingly more difficult. As the technology and applications that we depend on to run our businesses grows increasingly more advanced, many business customers feel that IT is failing expectations to support the business priorities. The frustration comes from having unrealistic expectations set or implied and not understanding the cost or effort to provide those services. The result is a perceived disconnect between the needs of the users and IT's ability to provide a reasonable level of service.

To correct this situation, a clear understanding of what is expected from both IT and the user's perspectives must be established. The most effective way of managing this is through clear and specific Service Level Agreements (SLA) and the Service Level Management process.

Offered as part of the IT Service Management suite of products, Service Level Management enables IT organizations to clearly define multi-tiered service level agreements which outline exactly what services and support can be offered to each department and group in the company. By establishing these service levels, IT can certify that delivered services are measurable and valuable to the business. Built-in functionality allows IT to effectively manage the costs and availability associated with each service and feel confident that the appropriate alerts, reports, and escalations are in place to ensure that users remain productive and issues are resolved within the service targets.

The Service Level Management module is flexible enough to support your existing service level agreements, or help you establish a new Service Catalog allowing you to optimize the delivery of cost effective, predictable services while improving customer satisfaction and the overall quality of IT.

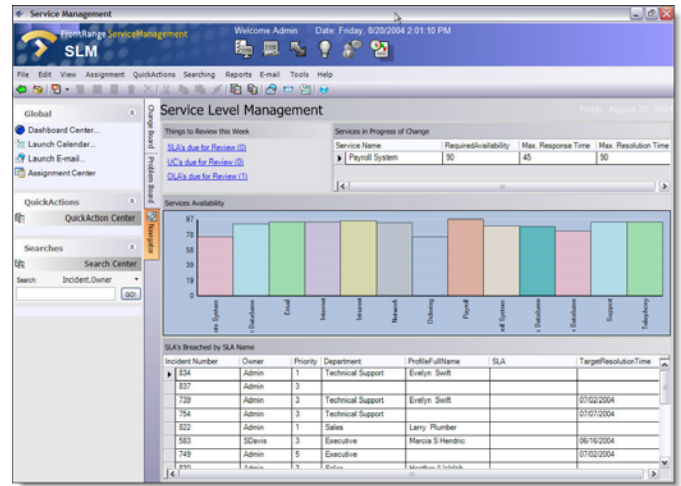
Best Practices Built-In

Whether your organization is already tracking service levels for your internal or external customers or is just getting started, the FrontRange Service Level Management module can help you get up and running quickly and easily. Powerful configuration options allow you to tailor fit the solution to your existing methodology or build your processes around what is included with the product. Support of the ITIL Service Level Management framework is built-in along with the real-world best practices shared by over 125,000 FrontRange customer organizations around the world.

Track Service Level Dependencies

Internal and external customers depend on you to deliver high quality IT services and make commitments on the availability and response times of those services. The challenge that you face is that your dependence on third-party service providers, vendors, and contractors can effect your ability to meet the service level agreements. FrontRange helps you manage the underpinning contracts and operational level agreements that underlie your ability to provide service. Service Level Management tracks these components and ensures that you can meet your obligations with confidence.

Full integration with HEAT Call Logging and IT Service Management means that Service Level Agreement information is automatically available to everyone in IT. Service Targets and their impacts are automatically reflected in each linked incident, problem record, change request, and release package to provide a comprehensive and connected view into how service levels across the company are being effected.



Powerful real-time reports and alerts allow you to track every aspect of your Service Level Agreements

Monitor Service Levels with Confidence

Once Service Levels have been established, the Service Level Management module has powerful built in reporting and monitoring capabilities to alert you to any breaches. Real-time dashboard reports can be customized to show any number of Service Level metrics and their impact to the business. IT Managers and Service Desk users alike can see what services are in jeopardy and react accordingly.

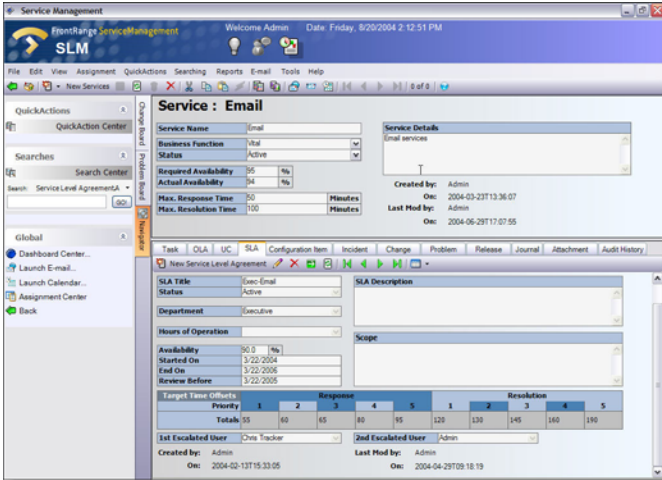
Automatic escalations and notifications ensure that impending breaches are not ignored and that the proper business processes are followed. Like all of the Modules in the IT Service Management suite, Business Processes Automation can be defined and modified using an intuitive graphical workflow editor. Compliance with industry standard BPML allows your workflow to extend into other applications to provide a tightly integrated automation environment that works the way you want it to.

360 Degree View of Service Level Management

FrontRange Service Level Management improves and aligns IT services by providing you with a complete set of tools and processes to help you define, manage, track, and review Service Level Agreements for the entire enterprise. Multi-tiered support is included so that you can create Service Level Agreements that are as granular or comprehensive as you need.

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Resolution targets can be calculated by IT service for individual users, teams, departments or customer groups depending on their impact and importance to the business.



A simple and intuitive user interface allows you to manage the entire end to end process of defining and tracking service level agreements

Attention HEAT Users

The Service Level Management module is designed to integrate with your existing HEAT® Service & Support solution. Service Level Agreements and resolution targets are linked directly to incidents in the HEAT call logging application.

Bring IT Service to a new Level

If your organization is looking to establish or improve your Service Level Management capabilities, or if you are looking for more advanced ITIL support, Service Level Management was created specifically for you. Built-in functionality and powerful configuration options ensure that the software will provide benefits quickly while affording you the ability to scale as your needs change. Because FrontRange IT Service Management shares a common architectural platform with the full suite of FrontRange business solutions, you have access to a range of capabilities that is unmatched in the industry.

FrontRange Solutions—a leading provider of service management and CRM applications with more than 7,500 customers and 125,000 implementations over the past 15 years—is your source for integrated applications that allow you to drive customer loyalty, increase productivity and sales effectiveness, and build exceptional relationships across your entire value chain.

Additional Service Level Management Features

- Automatic escalation based on service targets
- Create and manage service catalogs, service level agreements, operational level agreements, and underpinning contracts
- Automatic notification of service level review dates
- Proactively monitor service level agreements and compliance through real-time reporting
- Fully customizable dashboard and reporting views
- Full Integration with FrontRange IT Service Management and HEAT
- ITIL Verified

Part of the FrontRange IT Service Management Solution

- Incident Management
- Problem Management
- Change Management
- Release Management
- Availability Management
- Configuration Management
- Self Service

Call 800 776 7889 to speak to your FrontRange representative today and discover the benefits of IT Service Management.

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