

**PROJECT DOCUMENTATION**

**Service LEVEL REQUIREMENTS**

*Insert Service Name*

Release: SLR Template\_V1.19.Docx

Date:

Author: Rl O'leary

**Service Level Requirements History**

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This document is only valid on the day it was printed.

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Revision History

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Approvals

This document requires the following approvals:

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| --- | --- | --- | --- | --- |
| **Name** | **Signature** | **Title** | **Date of Issue** | **Version** |
| Service Owner |  |  |  |  |
| Technical Service Owner (IT Services) |  |  |  |  |

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**Service Level Requirements**

A Service Level Requirements document details the requirements for a service from a client viewpoint, defining service level targets, responsibilities and other specific requirements to manage the service. This document should be developed for a service near the Stage 1 Business Case. It is not necessary to have every detail at this point, rather to provide a solid basis for discussion, and to inform the Technical Options Analysis process. This document should then be scheduled at an IT Services Change Advisory Board to inform IT Services planning.

As the service moves towards operation this document can then be reviewed and developed by the project manager into a Service Level Agreement which should be fully agreed before a service goes live.

For more information and links to all relevant IT Services’ templates and checklists see:

<https://wikis.bris.ac.uk/display/ITIL/New+Projects+and+Services>.

# Service Definition and Levels

|  |  |
| --- | --- |
| **Service Name** | The formal name to be used when referring to (this element of) the service. If there are internal names and external names, then state both. |
| **Support service description** | Include: what the service delivers to whom; components of the service if this SLA covers a suite of services; if part of a larger service details of this service and relationship; information describing scale, impact and priority for the University. |
| **Service start date** | Projected start date of production service. Provide separate dates for pilot service and full production service.  If the pilot is fixed term, then state what service will be provided after the pilot. (If appropriate please include an appendix detailing any variations to the service levels of the pilot service compared to the production service). |
| **Success criteria** | Identify the key indicators that will measure the success of the service, i.e. evidence that service objectives have been achieved or not. For example, 95% availability of a service within working hours. |
| **Service capacity** | Detail service capacity requirements, for example:   * Ability to handle nn concurrent users * Number of transactions to be processed in a given time (and average/maximum transaction response time) * Peak usage; transactions and period (during day/week/year) * Any changes required to capacity over time. |

# Roles and Responsibilities

Please note the full list of Service Roles and Responsibilities can be found at:

<https://wikis.bris.ac.uk/display/ITIL/Service+Roles+and+Responsibilities>.

**Process Support Service (University of Bristol)**

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| --- | --- | --- | --- |
|  | Name/contact details | Title | Responsibilities |
| **Service Owner (Process)** |  |  | * Key decision maker * **Accountable** for process |
| **Operations Service Manager (Process Manager)** |  |  | * **Responsible** for service management * Main contact point |

**IT Services (University of Bristol)**

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| --- | --- | --- | --- |
|  | Name/contact details | Title | Responsibilities |
| **Technical Service Owner** |  |  | * Key technical decision maker * **Accountable** for delivering ITS service to agreed service levels |
| **Technical Service Manager** |  |  | * **Responsible** for delivering ITS service to agreed service levels * Main contact point |

**Third Party Supplier**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Name/contact details | Title | Responsibilities |
| **Third Party Service Owner** |  |  | * **Accountable** for supplying contracted service to agreed service levels |
| **Third Party Service Manager** |  |  | * **Responsible** for supplying contracted service to agreed service levels * Main contact point |

# Service Support

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| **Service availability** | Detail availability requirements for example, What are the service’s core support hours / usage hours? (e.g. Mon – Fri, 9:00-17:00).  IT Services standard support hours are 09.00 to 17.00, Monday to Friday, excluding Bank Holidays and University closure days.  Therefore if a system fails for whatever reason during an evening or weekend it will not be restored until the following working day.  If this will be an issue for the service, then the service must be designed to operate in a resilient configuration to reduce the likelihood of failure. IT Services can advise on suitable architectures for the service and associated costs. |
| **Service critical dates** | Dates on which maintenance periods should be avoided if possible. |
| **Peak usage dates** | Dates on which maintenance periods should be avoided if possible. |

# Incident / fault management

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| **Incident / fault management** | IT Services’ incident/fault management process is described within its Incident Management Policy, (indicate version), found at  <http://www.bris.ac.uk/it-services/policies/incidentmgt.pdf>  Include third party incident / fault management if this is to be directly managed by Operations otherwise this will be managed by IT Services. |

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| **IT Services standard resolution targets by priority** | IT Services’ resolution time target is 90% for all priorities and the resolution time frames apply to standard University working hours: Monday – Friday, 09:00-17:00, excluding Bank Holidays and University closure days. |
|  | **Target Resolution Time** |
| **Priority 1** | 1 day |
| **Priority 2** | 3 days |
| **Priority 3** | 5 days |
| **Priority 4** | 8 days |
| **Priority 5** | 15 days |

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| **Incident / fault support** | List details of 1st and 2nd line support and contacts. The IT Service Desk will log incidents and issues, then refer specific service queries to the relevant service team. |
| **Incident / fault communications** | A range of possible communication channels will be used as appropriate, for example:   * The IT Services status page will be updated. * A news story will be published on the IT Services website. * Users will be emailed. * Social media channels will be used. |
| **Escalation procedure** | List the escalation steps for each provider.  E.g. In the event a satisfactory response isn’t received from incident / fault management as described in IT Services standard resolution targets by priority:  Contact the Technical Service Manager then the Technical Service Owner if further action is required. |

# Planned service interruptions

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| **Planned service interruptions** | IT Services will agree with Service Owner / Operations Service Manager about planned service downtime and communications.  Describe planned service interruptions characteristics, for example:   * Frequency, length and number of planned service interruptions/ongoing maintenance e.g. by upgrades, application bug fixes and security patches, University closures, additional hardware installation, etc. * How and when the service might be interrupted by the above.   Regular network maintenance is undertaken each Tuesday 7.00am - 9.00am by IT Services and by our network provider, JANET. Any interruption to service is usually of less than 15 minutes. Many IT and telephony services are provided over the network, and so may be inaccessible during these periods. |
| **Planned service interruptions communications** | An “out of service” message is displayed at the application login web page when possible.  Other communication channels should be used as appropriate, for example:   * The IT Services status page will be updated. * A news story will be published on the IT Services website. |

# Initial Training

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| **User training and support – initial requirements** | Describe *initial* training and support requirements for using the service, (following agreement with the relevant Training Manager) including:   * Who will need training (including user roles) * What they will need training in (for example how much training in the process and/or how much training in the system) * When they will need training * How training and support will be provided (e.g. online advice, classroom training) * Who will provide each type of training and support (e.g. supplier, process area, IT Services training team). |

# Security, data and identity management

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| **Security** | IT Services will provide this service in accordance with the University's Information Security Policy <http://www.bristol.ac.uk/infosec/policies/>. Service users are also required to adhere to this policy, including, for example, data protection.  See Security Go Live Checklist at:  <https://wikis.bris.ac.uk/display/ITIL/New+Projects+and+Services>. |
| **Identity Management** | Describe how the service ties in with the identity management system in order to manage the authentication and authorisation of different types of users, e.g. through direct interfaces, the use of Shibboleth, Single Sign On etc. |

# System dependencies

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| **Sources of input data** | Provide data source information on which this service depends (or data sources which depend on it).   |  |  | | --- | --- | | **Source System** | **Data information** | | e.g. PIMS | Staff records | |  |  | |  |  | |
| **Systems and configuration dependencies** | Provide descriptions of services, systems, server hardware, databases, etc. on which this service depends (or which depends on it), including, for example the Identity Management System. |

# Business Continuity

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| **Business Continuity** | In the event of a service emergency:   * In core hours contact the IT Service Desk on 928 7870 and ask for an issue to be considered by the EMT (Emergency Management Team). * Out of hours, contact Security Services on 928 7848. |

# Operational Support

# Service Requests and Training

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| **Service Requests** | Describe service requests (e.g. setting up access, training etc), including:   * volume and timing of service requests * how quickly they are to be fulfilled * service request contacts. |
| **User training and support – ongoing requirements** | Describe *ongoing* training and support requirements for using the service, (following agreement with the relevant Training Manager) including:   * Who will need training (including user roles) * What they will need training in (for example how much training in the process and/or how much training in the system) * When they will need training * How training and support will be provided (e.g. online advice, classroom training) * Who will provide each type of training and support (e.g. supplier, process area, IT Services training team).   See Training Requirements questionnaire at:  <https://wikis.bris.ac.uk/display/ITIL/New+Projects+and+Services>. |

# Changes and change requests

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| **IT Services resource allocation** | IT services will provide approximately xxx days per year for changes and software configuration, to be reviewed on an annual basis. |
| **Technical maintenance and supplier-led change** | Requested technical maintenance and supplier-led changes will be channelled through the Operations Service Manager for review and prioritisation, and will require authorisation by the Service Owner. Any changes which impact IT Services’ resources will need to go through the IT Services’ change management process.  Describe detailed tasks that have been agreed with IT Services and are required to technically maintain a service. For example: software changes to reflect change in technical platform (e.g. DBMS upgrade); loading security upgrades and patches; checking logs, resolving errors; re-loading data from 3rd party suppliers; providing advice on the use of a system, responding to incidents. These might vary depending on whether it is an internal or an external system. |
| **Software configuration** | Describe configuration of the software used within the service, using the systems administration facilities and parameters already provided which, will be coordinated by the Operations Service Manager. For example, changes in User Access or changes in configurable workflow. |
| **Requests for user-led change** | Requested user-led changes will be channelled through the Operations Service Manager for review and prioritisation, and will require authorisation by the Service Owner. Any changes which impact IT Services’ resources will need to go through the IT Services’ change management process.  Detail on-going (and future) requirements for user-led and statutory changes to the service (for example changes to support levels such as training; systems’ configuration changes such as functional application changes, user-led upgrades, changes to the system’s architecture). |
| **Additional change requests** | Where a change requires significant resource, or system changes over and above IT Services total allocation, this will need approval to proceed. Information about approval routes is given by the Strategic Projects Office <http://www.bristol.ac.uk/strategic-projects/>. |
| **Change management process** | IT Services’ change management process involves all changes being considered at regular Change Advisory Board meetings to ensure any changes to services are introduced in a controlled and coordinated manner. More information at <https://wikis.bris.ac.uk/display/ITIL/Change+Management>. |