

Fermilab Computing Sector

Service Level Management Business Process Requirements Document



GENERAL	
Description	This document establishes the Service Level Management (SLM) Business Requirements.
Purpose	This document provides the necessary steps and details for the Service Level Manager to determine the business requirements for Service Level Management within the Computing Sector
Applicable to	<i>Service Level Management ISO20000 Project – Phase 2</i>

Supersedes	N/A		
Document Owner	<i>Service Level Manager</i>	Owner Org	<i>FNAL Computing Sector</i>
		Revision Date	<i>12/21/2011</i>

VERSION HISTORY			
Version	Date	Author(s)	Change Summary
1.0	07/07/2009	David Cole – Plexent	Initial Approved Version
1.5	12/21/2011	Jack Schmidt	Changed Division to Sector. Removed end dates, removed BMC

BUSINESS PROCESS REQUIREMENTS

Business requirements describe the tasks the users must be able to accomplish with the process. Business requirements reflect business processes and are generally written in the format verb + Noun. The preferred format for determining the process requirements for the customer is the MoSCoW ranking system.

MoSCoW Ranking [Key = M, S, C, W]

M: Must have for launch (Critical). (of Phase 2)

S: Should have but not critical for launch, (Critical in later phases, but not for Phase 2).

C: Could have.

W: Won't have (at least yet).

Interpreting this Document:

Activities which, to one degree or another, will be required for the deployment of processes and procedures in Phase 2 of the project were assigned a ranking of "M" and a priority of "1".

Activities which will be fully developed and agreed-upon in Phase three were assigned a ranking of "S" and a priority of "2".

Activities which will be fully developed and adopted beyond phase 3, but which will still be required at some point, were assigned a ranking of "S" and a priority of "3".

It must be noted that the SLM process is evolutionary; thus, although an SLA Template will be developed and agreed-upon during Phase 2, and some agreements will be put in place, others will be negotiated during later phases of the project.

SLM BUSINESS PROCESS REQUIREMENTS				SLM PROCESS & BMC TOOL RATIONALIZATION				
Item #	Business Requirement	Owner	MoSCoW Ranking	Priority (1=Highest 5 = Lowest)	Customization	Configuration	Administration	Process
SLM-1.0	Service Level Management							
SLM-1.1	Ensure that Business Requirements Analysis is performed.	Service Level Manager	M	1				✓
SLM-1.2	Define SLA's for selected services	Service Owner	M	1				✓
SLM-1.3	Define Monitoring requirements for those same selected services.	Service Owner	M	1				✓
SLM-1.4	Negotiate, agree and record SLA's for the selected services.	Service Owner	M	1		✓		✓
SLM - 1.5	Place SLAs under the control of the change management process.	Service Owner	M	1				✓
SLM-1.6	Maintain SLAs by regular reviews with all involved parties to ensure that they are up-to-date and remain effective over time.	Service Owner	M	1			✓	✓
SLM-1.7	Monitor and report on service Levels against targets, showing both	Service Level Manager	M	1		✓		✓

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	current and trend information. Report on and review the reasons for non-conformance. Record actions for improvement identified during this process, and provide input into a plan for improving the service.							
SLM-1.8	Establish Performance Baseline	Capacity Manager, Performance Manager, Infrastructure Team	M	1		✓		✓
SLM-1.9	Validate Performance Baseline	Performance Manager	M	1		✓		✓

Note: the details of **SLM-1.4** and **SLM-1.7** cannot be fully designed until at least one SLA has been developed and negotiated.

For items which have entries in either the Configuration Column or the Customization Column, there will be associated work instructions.