



DATA SHEET

## Service Level Management with Microsoft System Center Operations Manager 2007

**Achieve optimal availability and reduce operational costs\***

With Service Level Management, you can:

- Establish and improve communication and service agreements with IT and the business organizations.
- Encourage alignment between supporting IT services.
- Manage by metrics and thus operate as an optimized service.
- Automatically provide a scorecard of key service measurements.

\*Customers who implemented a Service Level Management solution experienced a 66 percent reduction in incidents reported and a 39 percent reduction in time and effort required to resolve incidents.

High availability of Microsoft® infrastructure services is vital to business survival. Even short periods of service outages can have a costly business impact and lead to missed opportunities, reduced employee productivity and efficiency, declining customer service, and excessive IT support time. This makes defining, agreeing upon, and reporting availability and performance of key infrastructure services a critical IT service management component.

Microsoft Services Service Level Management for Microsoft System Center Operations Manager 2007 is designed to help you evaluate the availability of your enterprise-wide IT infrastructure services. By managing a set of agreed-upon metrics, you can keep your Microsoft server infrastructures running at peak efficiency and availability. With Service Level Management, Microsoft provides hands-on assistance to guide your organization in applying best practices, tools, processes, Microsoft IT knowledge, the IT Infrastructure Library, and Microsoft Operations Framework to improve service availability. This solution helps set performance standards and establishes reporting and monitoring systems to:

- Support data-driven decisions from analytics and trend analysis.
- Use metrics as a catalyst for change.
- Prioritize resource deployment.
- Raise accountability through clear performance standards, precise measurement, and active communications.

### Beneficial Elements of Service Level Management

In working with your IT teams, the Microsoft Service Level Management solution helps you create:

- Service Modeling – Service map that defines the key dependencies, critical components, and customers that are a part of the overall service
- Service Level Agreement Planning – Defines service requirements with your key business units
- Operating Level Agreement Planning – Defines service requirements and dependencies between your key IT groups
- SLM Scorecard Tool – To automatically measure and report availability and key performance measures on a weekly, monthly, or year-to-date basis for Microsoft products such as Microsoft Exchange Server, Windows Server®, Microsoft SQL Server®, and Microsoft Office SharePoint® Server
- Problem Management Tool – Contains major problem-review tracking workflow that is tied to outage data
- Communication – Structured guidance to enable effective service review meetings and define key Service Level Management roles

## Is the Service Level Management solution right for your organization?

- Do you have service availability targets? Are they based on service level agreements, agreed upon with the business?
- Are you proactively managing your IT services, or is your team primarily in reactive mode?
- Can you quantify the number of outages that could have been avoided by having operating level agreements in place with dependent services and IT teams?
- Do you know the business impact when the infrastructure service is not available? Can you define the cost of unavailability in your customer's terms?
- Do you review service outage trends?

## Improve Alignment between IT and the Business, Based on Agreed-Upon Performance Standards

Agreeing on goals is the first step in providing a successful enterprise-wide IT infrastructure environment. With service level agreements, organizations apply scorecard information to define the commitments IT makes to the business units for service availability. With operating level agreements, organizations can clarify the commitments among various IT groups in achieving these goals.

## Manage by Metrics: Make Data-Driven Decisions

Metrics-based reporting provides hard data that is essential for defining targets, measuring against them, and making tangible improvements. The Service Level Management scorecard automatically measures availability on a weekly, monthly, or year-to-date basis, and it reports these metrics. Businesses can then intelligently allocate limited resources and they can target areas for improvement that will have the greatest gain for service availability. Proactive problem management is built into Service Level Management technology, and the scorecard tool contains major problem-review tracking tied to outage data.

## Establish a Culture of Continuous Improvement, Based on Proactive Monitoring

Service Level Management processes and tools help define key roles and responsibilities in the IT infrastructure environment. This creates a continuous feedback loop that helps groups develop and support ongoing improvements. Communicating and monitoring the ongoing status of end-to-end service health is done through service review meetings. These provide the same framework that Microsoft IT uses to improve ongoing communications and to follow with action items. These structured meetings guide businesses as they analyze reporting results and manage their service level agreements and operating level agreements.

## Apply Best Practices: Proven Processes, Tools, and Expertise

Microsoft IT achieves high levels of availability, runs prerelease software with minimal disruptions, and knows how to simplify IT infrastructure management in a complex distributed environment. Thus, we can help you plan for the impact of new product releases and fixes. With access to Microsoft experts, your organization can gain valuable skills and knowledge.

## Maximize the Value of Your IT Investments

The mission of Microsoft Services is to ensure that you get the most from your IT investments. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realize new business opportunities, Microsoft is ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT lifecycle.

### For more information

Please visit the Premier Support Web site at [www.microsoft.com/premiers](http://www.microsoft.com/premiers) or contact your local Microsoft Services representative.