

# SLA COMPLIANCE

## SERVICE LEVEL AGREEMENTS

Service Level Agreements form the heart of your relationship with your IT service providers. Too often, they are skimmed over when contracts are signed, and then ignored thereafter, being treated more as statements of intent than as legally binding parts of the contracts. At Networkology, we believe that SLAs should be brought to the fore in the ongoing relationships between customer and service provider.

### WHY SLA AUDITING IS IMPORTANT

Is a proposed or existing SLA fit for purpose? Does it have large blind-spots that allow the service provider to make excuses and avoid any repercussions for sub-standard service? SLAs do not exist in isolation, they form a stack of back-to-back agreements and dependencies that can often be three or four layers deep.

Networkology can provide services to audit any SLA, and report on the areas that require attention, renegotiation, or special reporting measures during service delivery meetings.

### COMPLIANCE REPORTING

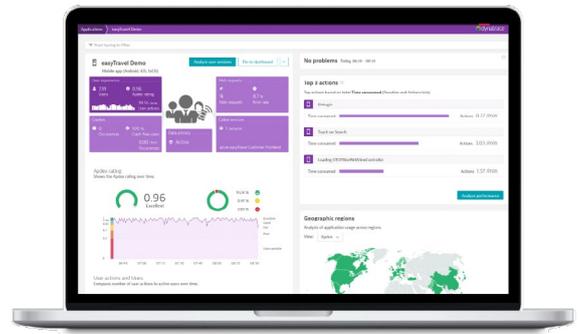
How is your service provider measuring and reporting on their compliance to the SLA? Are you receiving regular updates on compliance, and are any penalty clauses for poor SLA performance being met?

At Networkology, we believe that any significant service that is subject to an SLA should also be the subject of regular service delivery compliance reports, ideally regular face to face meetings between customer and service provider to analyse the extent to which the service is meeting, or failing to meet the SLA.

### SLA OR CONTRACT?

We work in an industry that often misuses names and terms. Many service providers have SLAs that are presented as being set in stone, which the customer must accept in order to access the service they provide. Thus, the Service Level Agreement is in fact not an agreement at all.

SLAs should never be accepted as presented, without questioning the procedures and management behind them. Networkology have all the skills required for initial auditing of SLA documents to ensure that they are fit for purpose and the tools required to ensure that your systems are constantly and objectively monitored for compliance.



### INTERESTED IN THE TECHNOLOGY BEHIND GOOD COMPLIANCE REPORTING?



Networkology have partnered with Dynatrace to bring to bear their industry-leading APM and User Experience monitoring tools ensuring that all your systems are constantly monitored for SLA compliance and full reporting on performance and reliability. For more info on Dynatrace visit: <https://networkology.com/services/performance-management/dynatrace/>

