

Service Level Management

Objective

The objective of Service Level Management is to **establish a structured and collaborative framework for defining, negotiating, monitoring, and evolving service levels between the service provider and its stakeholders** (users, business units, internal teams, and suppliers). This process ensures that services are delivered under clearly agreed conditions, measured effectively, and continuously improved.

Scope

This initiative encompasses **all IT services**, involving various stakeholders:

- **End-users:** Individuals utilizing IT services.
- **Business Units:** Stakeholders who rely on IT services to meet operational needs.
- **Internal IT Teams:** Teams responsible for the execution and support of IT services.
- **IT Service Providers:** External providers contributing to the delivery of IT services.

Main activities



Main roles & responsibilities

SERVICE PROVIDERS

External teams responsible for specific aspects of IT service deliver

BUSINESS TEAMS

Provide input on service needs, ensuring the alignment of IT services with business goals



DELIVERY MANAGERS

Oversee the execution and coordination of service delivery

SERVICE OWNERS

Accountable for the overall quality and delivery of IT services

INTERNAL IT TEAMS

Support the infrastructure, implementation, and ongoing maintenance of IT services

Useful contacts

 **Service Level process Leader : To be completed by the new team**

Need more info

➔ Click [here](#) for details on the process

➔ Click [here](#) for useful cards