

Information Technology Service Level Agreement (SLA)

Our Mission

To promote, enable and lead appropriate technology solutions that are aligned with citywide goals and objectives in order to improve and enhance city services.

Purpose of Document

This service level agreement (SLA) provides the basis for managing the services provided and relationships between the Information Technology (IT) Division and the other city divisions. This agreement describes how user service requirements are understood and addressed. This creates a realistic service expectation level.

The service levels in this policy have been mutually agreed upon by a group of staff representatives from every city division and the IT Division. New employees will receive and sign this policy as part of the employee handbook.

The benefits of this service level agreement policy are:

- **Alignment of IT services to city needs**
- **Improved communication between the city staff and IT staff**
- **Improved customer satisfaction**
- **Continual improvement of IT services**

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This policy will be reviewed annually by a team representing each city division and the IT Division and updated if necessary.

Sample Service Level Agreement For Information Technology

Kathleen Armour



Sample Service Level Agreement For Information Technology:

The Industrial Information Technology Handbook Richard Zurawski, 2018-10-03 The Industrial Information Technology Handbook focuses on existing and emerging industrial applications of IT and on evolving trends that are driven by the needs of companies and by industry led consortia and organizations Emphasizing fast growing areas that have major impacts on industrial automation and enterprise integration the Handbook covers topics such as industrial communication technology sensors and embedded systems The book is organized into two parts Part 1 presents material covering new and quickly evolving aspects of IT Part 2 introduces cutting edge areas of industrial IT The Handbook presents material in the form of tutorials surveys and technology overviews combining fundamentals and advanced issues with articles grouped into sections for a cohesive and comprehensive presentation The text contains 112 contributed reports by industry experts from government companies at the forefront of development and some of the most renowned academic and research institutions worldwide Several of the reports on recent developments actual deployments and trends cover subject matter presented to the public for the first time

Performance Improvement in Hospitals and Health Systems James R. Langabeer II, FHIMSS, CMA, Editor, 2009

Service Level Agreements Andrew Hiles, Hon FBCI, EIoSCM, 2016-06-01 This book holds the key to creating enduring satisfying and profitable relationships between customer and supplier It shows how both internal and external services and supply can be aligned to meet business vision mission goals critical success factors and key performance indicators The techniques described will help you balance service cost against quality leading to competitive advantage and business success They can be applied to any industry to any supply or support service They have been used by leading companies internationally and they work

APM Best Practices Michael J. Sydor, Karen Sleeth, Jon Toigo, Ed Yourdon, Scott E. Donaldson, Stanley G. Siegel, Gary Donaldson, 2011-08-22 The objective of APM Best Practices Realizing Application Performance Management is to establish reliable application performance management APM practices to demonstrate value to do it quickly and to adapt to the client circumstances It s important to balance long term goals with short term deliverables but without compromising usefulness or correctness The successful strategy is to establish a few reasonable goals achieve them quickly and then iterate over the same topics two more times with each successive iteration expanding the skills and capabilities of the APM team This strategy is referred to as Good Better Best The application performance monitoring marketplace is very focused on ease of installation rapid time to usefulness and overall ease of use But these worthy platitudes do not really address the application performance management processes that ensure that you will deploy effectively synergize on quality assurance test plans triage accurately and encourage collaboration across the application life cycle that ultimately lowers overall application cost and ensures a quality user experience These are also fine platitudes but these are the ones that are of interest to your application sponsors These are the ones for which you need to show value This CA Press book employs this iterative approach adapted pragmatically for the realities of your organizational

and operational constraints to realize a future state that your sponsors will find useful predictable and manageable and something that they will want to fund In the meantime you will learn the useful techniques needed to set up and maintain a useful performance management system utilizing best practices regardless of the software provider s Root Cause Analysis Handbook ABS Consulting, Lee N. Vanden Heuvel, 2005 Root Cause Analysis Handbook A Guide to Effective Incident Investigation presents a proven system designed for investigating categorizing and ultimately eliminating root causes of incidents with safety health environmental quality reliability and production process impacts Defined as a tool to help investigators describe what happened to determine how it happened and to understand why it happened the Root Cause Analysis System enables businesses to generate specific concrete recommendations for preventing incident recurrences Using the factual data of the incident the system also allows quality safety and risk and reliability managers an opportunity to implement more reliable and more cost effective policies that result in major long term opportunities for improvement Such process improvements increase a business ability to recover from and prevent disasters with both financial and health and safety implications Special features include a 17 inch by 22 inch pull out Root Cause Map a powerful tool for identifying and coding root causes The book helps readers to understand why root causes are important to identify and define inherent problems to collect data for problem solving to analyze data for root causes and to generate practical recommendations This edition is a reprinting of the 199 edition ORGANIZATION OF THE ROOT CAUSE ANALYSIS HANDBOOK The focus of this handbook is on the application of the Root Cause Map to the root cause analysis process The Root Cause Map is used in one of the later steps of the root cause analysis process to identify the underlying management systems that caused the event to occur or made the consequences of the event more severe The first five chapters of this handbook are an overview of the root cause analysis process These provide the context for use of the Root Cause Map Chapter 6 provides references Chapter 1 Introduction to Root Cause Analysis presents a basic overview of the SOURCE Seeking Out the Underlying Root Causes of Events root cause analysis process Chapter 2 Collecting and Preserving Data for Analysis outlines the types of data and data sources that are available Chapters 3 4 and 5 describe the three major steps in the root cause analysis process Chapter 3 Data Analysis Using Causal Factor Charting provides a step by step description of causal factor charting techniques Chapter 4 Root Cause Identification explains the organization and use of the Root Cause Map Chapter 5 Recommendation Generation and Implementation provides guidance on developing and implementing corrective actions The references section Chapter 6 provides additional information for those interested in learning more about specific items contained in the handbook Appendix A Root Cause Map Node Descriptions describes each segment of the Root Cause Map and presents detailed descriptions of the individual nodes on the map Appendix B is the Root Cause Map itself **Issues & Trends of Information Technology Management in Contemporary Organizations** Information Resources Management Association. International Conference, 2002-01-01 As the field of information technology continues to grow and expand it

impacts more and more organizations worldwide The leaders within these organizations are challenged on a continuous basis to develop and implement programs that successfully apply information technology applications This is a collection of unique perspectives on the issues surrounding IT in organizations and the ways in which these issues are addressed This valuable book is a compilation of the latest research in the area of IT utilization and management A Guide to IT Contracting Michael R. Overly,Matthew A. Karlyn,2012-12-18 Even leading organizations with sophisticated IT infrastructures and teams of lawyers can find themselves unprepared to deal with the range of issues that can arise in IT contracting Written by two seasoned attorneys A Guide to IT Contracting Checklists Tools and Techniques distills the most critical business and legal lessons learned through the authors decades of experience drafting and negotiating IT related agreements In a single volume readers can quickly access information on virtually every type of technology agreement Structured to focus on a particular type of IT agreement each chapter includes a checklist of essential terms a brief summary of what the agreement is intended to do and a complete review of the legal and business issues that are addressed in that particular agreement Providing non legal professionals with the tools to address IT contracting issues the book Contains checklists to help readers organize key concepts for ready reference Supplies references to helpful online resources and aids for contract drafting Includes a CD ROM with reusable checklists and complete glossary that defines key legal business and technical terms Costly mistakes can be avoided risk can be averted and better contracts can be drafted if you have access to the right information Filled with reader friendly checklists this accessible reference will set you down that path Warning you of the most common pitfalls it arms you with little known tips and best practices to help you negotiate the key terms of your IT agreements with confidence and ensure you come out on top in your next contract negotiation Information Technology Project Management Jack T. Marchewka,2016-02-08 The 5th Edition of Jack Marchewka s Information Technology Project Management focuses on how to create measurable organizational value MOV through IT projects The author uses the concept of MOV combined with his own research to create a solid foundation for making decisions throughout the project s lifecycle The book s integration of project management and IT concepts provides students with the tools and techniques they need to develop in this field The Execution Premium Robert S. Kaplan,David P. Norton,2008 The authors describe a multistage system that enables you to gain measurable benefits from your carefully formulated business strategy Drawing on extensive research and detailed case studies from a broad array of industries they present a systematic framework for achieving the financial results promised by your strategy **Sarbanes-Oxley Compliance Using COBIT and Open Source Tools** Christian B Lahti,Roderick Peterson,2005-10-07 This book illustrates the many Open Source cost savings opportunities available to companies seeking Sarbanes Oxley compliance It also provides examples of the Open Source infrastructure components that can and should be made compliant In addition the book clearly documents which Open Source tools you should consider using in the journey towards compliance Although many books and reference material have been authored on the financial and business side of

Sox compliance very little material is available that directly address the information technology considerations even less so on how Open Source fits into that discussion Each chapter begins with an analysis of the business and technical ramifications of Sarbanes Oxley as regards to topics covered before moving into the detailed instructions on the use of the various Open Source applications and tools relating to the compliance objectives Shows companies how to use Open Source tools to achieve SOX compliance which dramatically lowers the cost of using proprietary commercial applications Only SOX compliance book specifically detailing steps to achieve SOX compliance for IT Professionals

CompTIA Project+ Study Guide Kim Heldman,2022-09-02 Prepare for the Project exam and a new career in project management quickly and efficiently with a newly updated guide In the newly revised Third Edition of the CompTIA Project Study Guide Exam PK0 005 veteran project manager and tech educator Kim Heldman delivers a fully updated and comprehensive guide to the foundational CompTIA Project exam This all in one study aid focuses on the job critical skills demanded by employers and will help you hit the ground running on your first day in a new project management role In this Study Guide you ll learn to manage the project lifecycle coordinate small and medium sized projects establish communication plans manage resources and stakeholders maintain project documentation and artifacts and support the completion of larger projects within an information technology environment It also offers Hands on concrete guidance designed to banish test anxiety and prepare you for the entry level CompTIA Project exam Detailed advice on project management concepts lifecycle phases project tools and documentation and IT and governance basics required by on the job project managers Complimentary access to Sybex s interactive online learning environment and test bank complete with an assessment test hundreds of practice questions practice exams electronic flashcards and a searchable glossary of key terms Full of practical examples and insights drawn from the author s extensive real world experience the newest edition of CompTIA Project Study Guide Exam PK0 005 Third Edition is a must read for anyone considering a new career in project management or preparing for the CompTIA Project exam

Managing Information Technology Francisco Castillo,2016-07-15 There are two different interdependent components of IT that are important to a CIO strategy which is long term and tactical and operational concerns which are short term Based on this distinction and its repercussions this book clearly separates strategy from day to day operations and projects from operations the two most important functions of a CIO It starts by discussing the ideal organization of an IT department and the rationale behind it and then goes on to debate the most pressing need managing operations It also explains some best industry standards and their practical implementation and discusses project management again highlighting the differences between the methodologies used in projects and those used in operations A special chapter is devoted to the cutover of projects into operations a critical aspect seldom discussed in detail Other chapters touch on the management of IT portfolios project governance as well as agile project methodology how it differs from the waterfall methodology and when it is convenient to apply each Taking the fundamental principles of IT service management and best

practices in project management the book offers a single seamless reference for IT managers and professionals It is highly practical explaining how to apply these principles based on the author s extensive experience in industry *Information Technology for Management* Efraim Turban,Carol Pollard,Gregory Wood,2018-01-31 Information technology is ever changing and that means that those who are working or planning to work in the field of IT management must always be learning In the new edition of the acclaimed Information Technology for Management the latest developments in the real world of IT management are covered in detail thanks to the input of IT managers and practitioners from top companies and organizations from around the world Focusing on both the underlying technological developments in the field and the important business drivers performance growth and sustainability the text will help students explore and understand the vital importance of IT s role vis a vis the three components of business performance improvement people processes and technology The book also features a blended learning approach that employs content that is presented visually textually and interactively to enable students with different learning styles to easily understand and retain information Coverage of next technologies is up to date including cutting edged technologies and case studies help to reinforce material in a way that few texts can

One Hundred Information Technology Infrastructure Library Foundation Exam Questions Brady Orand,2011-09 Ensure your success on the ITIL Foundation exam with these 100 exam questions with detailed rationale and BONUS sample exam Each and every question closely resemble the types and format of questions you will experience on your exam This representative sample of questions covers definitions and terms process activities and relationships key concepts and questions from other topics that you will see on your exam **Integrating Service Level Agreements** John K. Lee,Ron Ben-Natan,2002-10-02 Service level agreements SLAs offer service providers a way todistinguish themselves from their competitors in today s volatile hypercompetitive market This book offers an innovative approachthat takes full advantage of current interface automation andInternet based distribution and reporting technologies Addresses business level SLAs not just device level SLAs Describes a revolutionary approach that combines networkmanagement service management field service activities entitlement and rating with workflow automation technologies Management of Information Technology Carroll W. Frenzel,1992 This book offers a practical perspective by addressing current issues in telecommunications and information systems and presenting management systems for dealing successfully with those issues

Health Informatics - E-Book Ramona Nelson,Nancy Staggers,2016-12-08 Awarded second place in the 2017 AJN Book of the Year Awards in the Information Technology category See how information technology intersects with health care Health Informatics An Interprofessional Approach 2nd Edition prepares you for success in today s technology filled healthcare practice Concise coverage includes information systems and applications such as electronic health records clinical decision support telehealth ePatients and social media tools as well as system implementation New to this edition are topics including data science and analytics mHealth principles of project management and contract negotiations Written by expert

informatics educators Ramona Nelson and Nancy Staggers this edition enhances the book that won a 2013 American Journal of Nursing Book of the Year award Experts from a wide range of health disciplines cover the latest on the interprofessional aspects of informatics a key Quality and Safety Education for Nurses QSEN initiative and a growing specialty area in nursing Case studies encourage higher level thinking about how concepts apply to real world nursing practice Discussion questions challenge you to think critically and to visualize the future of health informatics Objectives key terms and an abstract at the beginning of each chapter provide an overview of what you will learn Conclusion and Future Directions section at the end of each chapter describes how informatics will continue to evolve as healthcare moves to an interprofessional foundation NEW Updated chapters reflect the current and evolving practice of health informatics using real life healthcare examples to show how informatics applies to a wide range of topics and issues NEW mHealth chapter discusses the use of mobile technology a new method of health delivery especially for urban or under served populations and describes the changing levels of responsibility for both patients and providers NEW Data Science and Analytics in Healthcare chapter shows how Big Data as well as analytics using data mining and knowledge discovery techniques applies to healthcare NEW Project Management Principles chapter discusses proven project management tools and techniques for coordinating all types of health informatics related projects NEW Contract Negotiations chapter describes strategic methods and tips for negotiating a contract with a healthcare IT vendor NEW Legal Issues chapter explains how federal regulations and accreditation processes may impact the practice of health informatics NEW HITECH Act chapter explains the regulations relating to health informatics in the Health Information Technology for Education and Clinical Health Act as well as the Meaningful Use and Medicare Access CHIP Reauthorization Act of 2015

A Collection of Service Essays Harry Katzan Jr, 2018-02-23 This book is a collection of papers written by the author on the subject of service They all have been peer reviewed and written for a diverse variety of reasons Some papers have been modified to suit a general audience and others have simply been improved There are some formatting differences due to the basic requirements of the various venues The subject matter can be viewed as three separate sections introductory foundational and applicative The introductory papers are quite simple and give a gentle introduction to what the discipline of service is all about The foundational papers provide a basis for the study of the concepts and methods of the service discipline The applicative papers are general in nature so as to provide insight to what does and can go on in the world of service Papers 1 and 2 fall into the first category Papers 3 4 and 5 are in the second category and the remainder are in the third group The table of contents is unique in that the entries give an abstract to the respective paper This is an aid to a selection and gives a summary of the subject matter The papers were assembled to support two recent books on the subject of service

Reimagine Remote Working with Microsoft Teams Sathish Veerapandian, Harsharanjeet Kaur, Ashok Madhvarayan, Sriram Rajamanickam, 2021-12-10 Get a 360 degree view of Teams as a secure collaboration tool with best practices and recommendations for using Teams efficiently Key Features Master and

manage virtual meetings easily using Teams Understand the essential security and administration aspects of Microsoft Teams Communicate and collaborate effectively with your colleagues using Teams and M365 apps such as Sway Yammer and Stream Book Description The outbreak of the pandemic has forced the world to embrace remote working and the modern style of virtual business However end users may find it challenging to cope with this sudden change in working style not aware of all the features and remote working tools available to make their life easy Microsoft Teams is an exceptional platform adopted by many organizations for unified communication and collaboration and this book will help you to make the most of its capabilities Complete with step by step explanations and screenshots this book guides you through the topics that you ll find useful in your daily use of Teams You ll learn how to manage your teams and projects with Microsoft Teams in a structured and organized way The book provides hands on information with a focus on the end user side to help corporate users to increase productivity and become a Microsoft Teams superuser Finally you ll explore the most effective ways of using the app with best practices and tips and tricks for making the most of the features available for your scenario By the end of this Microsoft Teams book you ll have mastered Microsoft Teams and be fully equipped as a modern collaboration end user to effectively increase your remote work productivity What you will learn Find out how to secure your documents and data with Microsoft s security Improve your organization s productivity and engagement with Microsoft Teams Integrate Teams with other Office 365 apps such as SharePoint OneNote and OneDrive Automate your regular tasks with easy end user automation options Discover best practices and etiquettes for using Teams efficiently and effectively Explore tips and tricks from expert MVP and Microsoft Certified Trainer MCT authors Who this book is for This book for anyone who wants to improve their day to day productivity using Microsoft Teams Anyone with access to Office 365 apps will find this book useful irrespective of their designations Fundamental knowledge of Microsoft Office 365 Applications is required **The Hands-On Project Office** Richard M. Kesner, 2003-12-18 Economic pressures have forced IT executives to demonstrate the immediate and calculable ROI of new technology deployments Unfortunately existing IT service delivery often drifts without serious thought as to how process improvements could lead to higher performance and customer satisfaction This volume offers processes techniques and tools that IT managers can use to improve the delivery of IT products and services This compendium details simple frameworks practical tools and proven best practices for successful IT project management By explaining how to streamline the functions that capture and report information about IT delivery the author clarifies roles responsibilities customer expectations and performance measures resulting in improved service and efficiency Emphasizing the establishment of processes that result in repeatable success the book provides quickly implementable solutions for IT personnel faced with the daily management of large complex systems

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