

“ PS'SOFT SERVICE
LEVEL MANAGEMENT,
A KEY IN
INFORMATION
SYSTEM
GOVERNANCE ”

DOMINIQUE JAQUET, DIRECTOR OF INFORMATION SYSTEMS
APEC

- > How to implement a service level control policy?
- > How to automate calculation and management of measurements, indicators, dashboards and agreements?



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IT SERVICES MONITORED AT APEC THANKS TO PS'SOFT SERVICE LEVEL MANAGEMENT

The National Agency for Manager Employment in France, APEC, has chosen PS'Soft Service Level Management to implement an innovative strategy for managing service levels. The APEC Information Systems Department is organized like a Service Provider whose role is to satisfy its customers and to improve productivity at constant and / or controlled costs. For Dominique Jaquet, Information Systems Director (ISD) at APEC since 2002, transparency and visibility are key concepts for achieving these objectives. That is why the implementation of dashboards and management indicators is one of his priorities.

IMPLEMENTING SERVICE LEVEL AGREEMENTS

The drafting and signing of Service Level Agreements (SLAs) between ISD and its users is a key aspect of ISD's quality policy. These Service Level Agreements are managed and the dashboards are produced using PS'Soft Service Level Management, a unique solution that requires no measuring tools or technical jargon to build a clear and shareable vision of a service level.

Driven by the need for communication and transparency, Dominique Jaquet launched the SLAs approach at APEC. This approach involves the identification of ISD's various customers: external customers (Web users), internal customers (the functional and operational departments) and internal IT customers (the development teams). With

each of its customers, ISD has determined the core services to be covered in an agreement, the thresholds below which the service provided is considered inadequate, and the service providers in charge of providing the service.

ISD then defines the measurements to be implemented and the tool to be used if it does not already exist. *"The key point, is to focus on the customer vision and to successfully measure the service perceived by the user, therefore ideally the service on his or her workstation. It's not always feasible, but it's a goal."* explains Jean Benezet, Production Manager.

When this approach is followed and the measurements and indicators are set up, ISD signs a service level agreement with its customers.

SUMMARY

Dominique Jaquet, Director of Information Systems at APEC, wanted to implement a service level control policy. One of the strong points of this policy is the signing of Service Level Agreements between ISD and its customers (internal and external). The PS'Soft solution was chosen to automate calculation and management of measurements, indicators, dashboards and agreements.

THE CHALLENGE

The implementation of transparent and objective communication between ISD and its customers requires that large amounts of data from a number of tools be collected and processed. To optimize this resource-intensive process, it had to be automated. That is why the APEC ISD decided to implement PS'Soft Service Level Management.

THE SOLUTION

PS'Soft Service Level Management is a unique solution capable of collecting information from a number of tools, using these measurements to calculate customized indicators, and managing service level agreements established between ISD and its customers. The APEC ISD uses PS'Soft solution to collect and process a wide range of information: asset management, incident management, Web user surveillance, application and Website availability and performance, etc.

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**PS'SOFT SERVICE LEVEL MANAGEMENT,
A CUSTOMER VISION OF THE SERVICE LEVEL**

PS'Soft Service Level Management collects measurements daily from a wide range of tools such as the BAC tools by Mercury, Pytheas HelpDesk, Visual VTOM, InterAct, messaging tools, etc., along with measurements from ASCII files.

These daily measurements are compiled in order to produce a non-technical indicator that evaluates the daily availability of IT Support or the daily performance of a specific application. At the end of the month, **dashboards allow the users to assess the service level at a glance for the elapsed month** and its performance over several months.

In case of failures or alerts, the comments of the person in charge are requested and automatically collected for use in the monthly report and for analysis in monthly meetings.

As Jean-Gabriel Benezet says, *"it is important to publish a bad score. It's an opportunity to talk about it with the users, to explain the cause of the problem and to announce the action plan set up to prevent it from happening again. Today, 350 daily measurements feed into around 60 indicators that make up detailed and summary dashboards"* explains Mr. Benezet. *"It would be impossible to process all this information manually. PS'Soft Service Level Management is based on a powerful concept that allows us to optimize our existing technical tools and to use the information to establish clear and factual communication with our customers".*

A DYNAMIC PROJECT WITH MANY BENEFITS

The approach offers many benefits. **ISD knows and controls the service level on a daily basis and can therefore anticipate problems.** Each user department has access to a monthly dashboard that summarizes the service level provided by ISD. This objective and regular communication helps establish a climate of trust between ISD and its users. The system implemented is not static. Agreements can be changed, cover new services, new applications, and new agreements can be signed... The SLA approach is well established at APEC.

New services are measured regularly and new agreements are signed. An upcoming upgrade will make the dashboards available on the Intranet.



We have set up Service Level Agreements with our customers. We manage information collection and the dashboards with PS'Soft Service Level Management, which is perfectly suited to our approach. The quality of relations between ISD and the various user categories has been positively affected. We share a clear vision of what the service level is. In addition, it's a way to check that cost control or reductions do not adversely impact the service level. I believe that the service agreement is key in information system governance.



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BENEFITS

- PS'Soft Service Level Management makes it possible to set up effective and dynamic dashboards and service agreements.
- ISD has therefore improved visibility of the various services it provides to its customers and can implement an objective communication with the various user categories.
- In addition, it is possible to monitor the service level on a daily basis, to define alerts and to monitor problems.

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