

FSI (FM Solutions) Limited

Concept™ Service Level Agreement Module

Introduction

The Service Level Agreement module (SLA) is used for SLA monitoring and escalation on PFI/PPP/TFM and other such contracts.

The SLA matrix forms the heart of the module, allowing customers to define all the contract service level agreements and business rules. As each business rule is set, the user can also set up a series of reactive procedure(s) against each business rule or group of business rules. The matrix provides an interface to map the SLA's into the real world entities of the contracts. Using this framework the SLA engine can react and assist the management of the contract on a real time basis.

This course has been designed to introduce attendees to the core aspects of the module and its relationship with your Concept™ system.

Target Audience

This one-day course is ideally suited for Concept™ users who are responsible for the creation and management of the SLA Matrix within their Concept™ system.

Course Content

- Setting up the SLA Module
- System Security
- Defining the SLA Matrix
 - Setting Matrix Preferences
 - Adding Items to the SLA Tree
 - Setting SLA Times
 - Setting Contract Hours
- Viewing SLA fields within Concept™
 - Call Logging
 - Task Details
 - Task History
- Creating SLA Intervals, Actions, Events & Schedules

Relevant queries to be answered throughout the course.

Certification

Upon completion of the course, a certificate will be issued to all candidates who have demonstrated a satisfactory level of competence.