CA Business Service Insight User Case

OTE SLA MANAGEMENT

Vaggelis Bourdenas

ITOM & BSM Solutions, SYNTAX IT Inc.

Ioannis Balaskas

Corporate Customers Fixed Services SLA Management, OTE

Agenda

SYNTAX

Transforming IT

IT Performance Management

IT focused view of service performance, reporting and problem resolution.

Service Level Management

Service focused view of performance, reporting and problem resolution.

Business Service Management

Business-focused view of service delivery - SLAs

Top-Down

Business Centric

Service Centric

System Centric

Component Centric

SYNTAX

Business Challenge

- ✓ Underpinning Contracts (UPCs)
- ✓ Operational Level Agreements (OLAs)
- ✓ Service Level Agreements (SLAs)
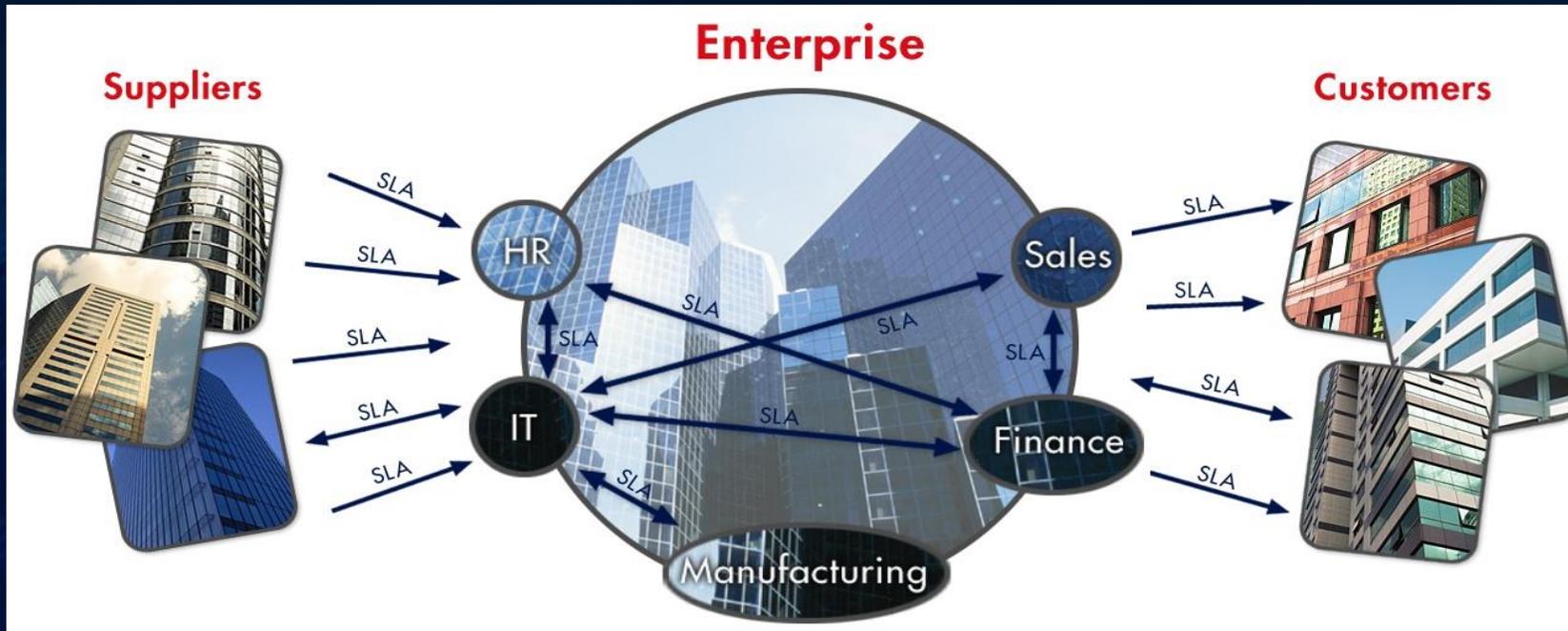
Business Goals

Actively manage relationships with customers and suppliers	Improve cost, quality, and agility around service levels	Define and manage service performance characteristics

- IMPROVE CUSTOMER SATISFACTION BY EFFECTIVELY COMMUNICATING PERFORMANCE

- REDUCE PENALTIES AND OVER-PROVISIONING

- REDUCE COST AND IMPROVE PRODUCTIVITY AROUND SLA MANAGEMENT AND REPORTING

SYNTAX

Business Value

❑ **THE ADOPTION OF A SERVICE ASSURANCE ENVIRONMENT FOR THE REALISATION OF SLA CONTRACTS ALLOWS OTE TO DEFINE AND MAINTAIN A VIABLE SLA PRACTICE**

❑ **...ENABLING OTE TO:**

- ✓ offer SLAs to an **increasingly competitive international market**, as a **key differentiating feature in luring demanding and quality-aware customers** *(guaranteed performance levels and provisioning/ repair times)*

- ✓ effectively address **regulatory requirements and avoid penalization** currently stemming from a difficulty to manage structured SLA processes.

❑ **...THESE BUSINESS BENEFITS ARE ACHIEVED THROUGH:**

- ✓ the **seamless integration** of the Service Assurance systems' functionalities in the **users' and business owners' everyday work**

- ✓ the **definition and adoption of appropriate processes** that will define tasks to be executed in all cases of SLA-related events

SYNTAX

OTE's Service Assurance

Business Support Systems

CRM

Trouble Ticketing

Call Centers

Billing

Operations Support Systems

SLA Management (CA BSI /Oblicore)

Service Provisioning

Network Inventory

Service Activation

Service Assurance

Service Management

Performance Management

Fault Management

Domain Manager

N e t w o r k
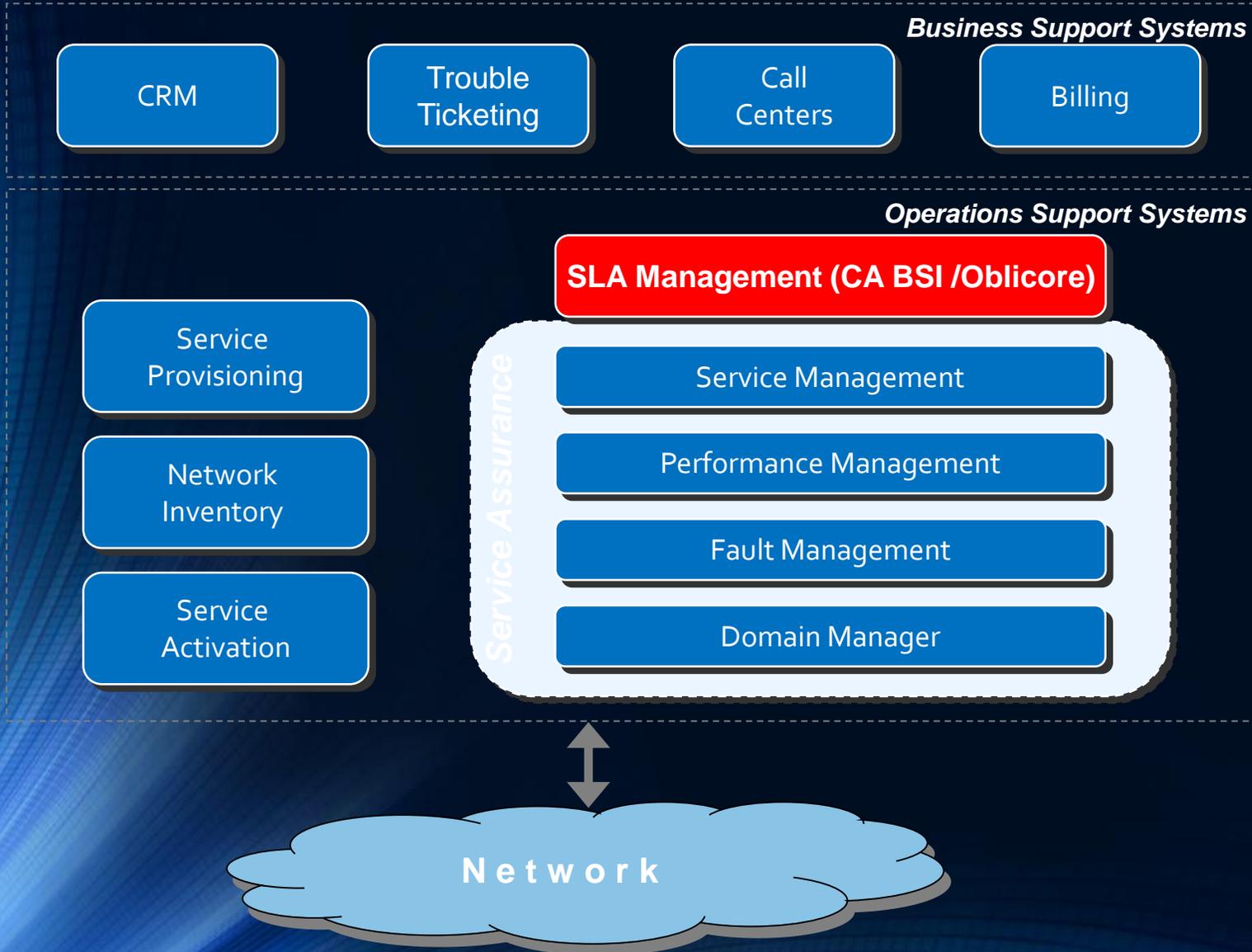
Main capabilities:

- ✓ **SLA modeling** (e.g. definition of contracts, templates (e.g. Gold/ Silver/ Bronze), thresholds/SLOs per service and type (HQ, branches) or region, SLA timeslots, Underpinning Contracts (UPCs) implementation etc.)

- ✓ **SLA Reporting** (e.g. monthly reports, booklets, root cause analysis, ad-hoc reports, Operational Level Agreements (OLAs) etc.)

- ✓ **SLA monitoring** (e.g. alarms produced for minor/major SLA deviations, real-time dashboards, etc.)

- ✓ **Penalty calculation and exception handling**

- → **more business-oriented as opposed to operations/network-oriented**

COSMOTE

OTE GROUP OF COMPANIES

OTE's Service Assurance

Key Features

❑ PROACTIVE MONITORING, ALERTING/NOTIFICATION AND ESCALATION MECHANISM(**System SR creation**)

❑ GET DUE DATE MECHANISM (**Dynamic SR Time To Resolve**)

❑ OTE BUSINESS MANAGED NETWORK SERVICES-MONITORING (**Otebussiness MNS portal Real Time**)

❑ CUSTOMER WEB SLA PORTAL

    ❑ **Web Access to OTE Trouble Ticketing system (**Web Self Ticketing solution Software as a Service (SaaS)**)**

    ❑ **View Access to SLA Reports**

    ❑ **SLA portal User management capabilities**

SLA Dashboards

- ✓ **Custom Dashboards development** To serve customer reporting needs for service level performance and real time status monitoring

- ✓ **Bypass BSI Dashboard limitations** Regarding browser dependencies and presentation layout capabilities

- ✓ **Need for Dashboard development** (Applying new commonly used technologies i.e. HTML5, Bootstrap themes

- → **More user friendly**
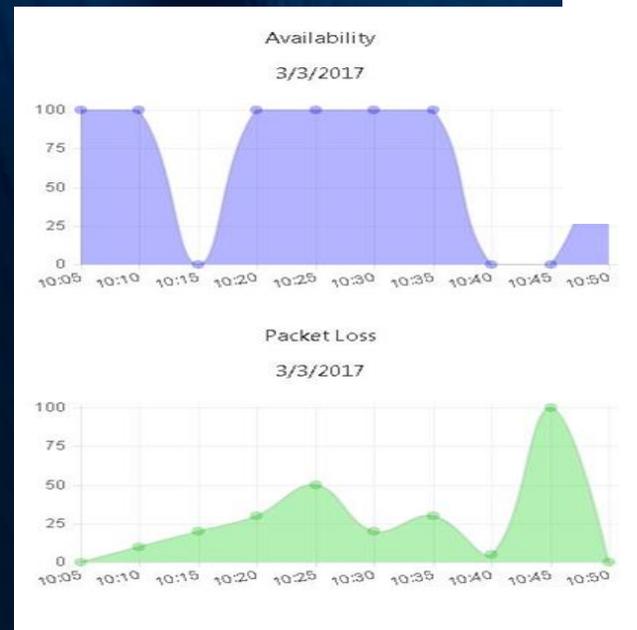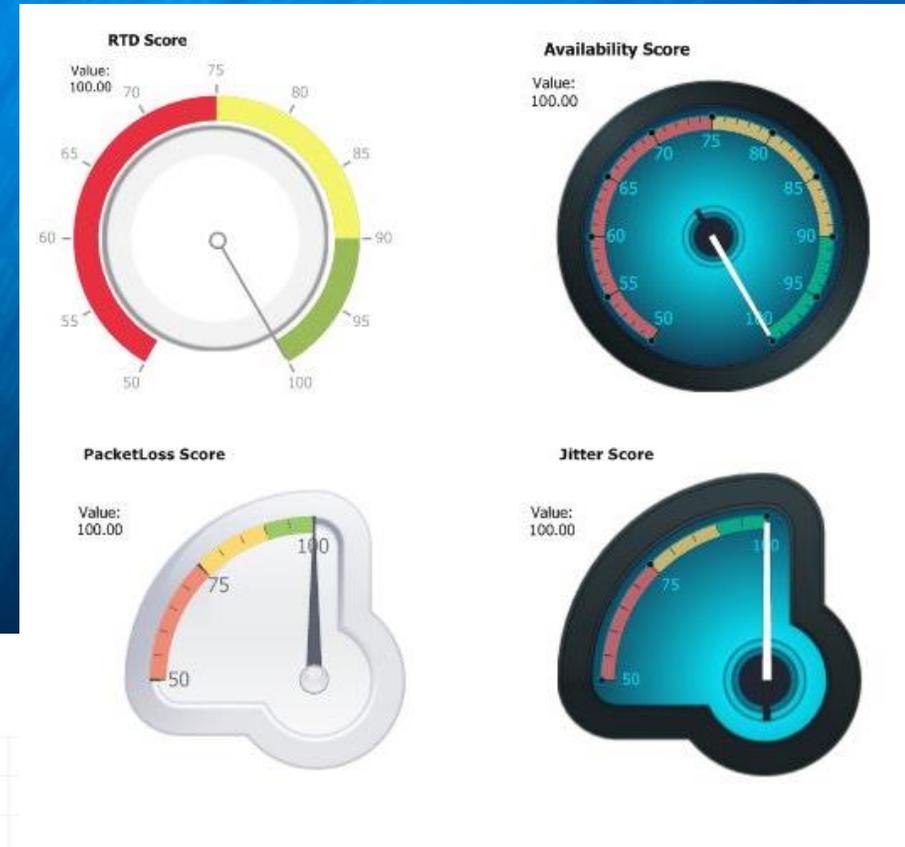
SLA Product Example
(i.e. IPVPN, Metro ethernet, DIA)

Example SLA

IPVPN

Availability Mgmt		Incident Mgmt	Performance Mgmt		
% of Time Available	**Nbr of Downtimes**	**MTTR**	**RTD**	**Packet Loss**	**Jitter**
-% of Time Available Data Centers - % of Time Available High criticality Sites -Network Availability	-Max Nbr of Downtimes data Centers - max Nbr of Downtimes High Criticality Sites	-Max time to Restore High criticality Sites -MTTR OffSiteATMS and POS	-RTD Gold Class	- PL Gold Class	- Jitter Premium

Provisioning Mgmt		Financial Mgmt			
Activation Time	**Relocation Time**	**RTD Penalty**	**PL Penalty**	**Jitter Penalty**	**Contract Penalties**
-Time to Activate Network Services	-Time to Relocate New Sites - Time to Relocate Existing Sites	- RTD Penalty	- PL Penalty	- Jitter penalty	- Penalty CAP - Total Contract Penalty - Yearly Penalty CAP

COSMOTE   **OTE** GROUP OF COMPANIES

Benefits

❑ EVOLUTION - IMPROVEMENT OF SLA MANAGEMENT CAPABILITIES

❑ TRANSPARENT VIEW OF END-TO-END SERVICE DELIVERY PERFORMANCE.

❑ AUTOMATION AND FACILITATION OF A WIDE ARRAY OF TASKS

(FORMELY EXECUTED MANUALLY OR SEMI-AUTOMATICALLY)

❑ ENHANCEMENT OF SERVICE OFFERINGS

(IMPROVING MARKET COMPETITIVENESS, CUSTOMER APPEAL, SATISFACTION AND RETENTION)

❑ REGULATORY

(COMPLIANCE WITH ACTUAL AND FUTURE SERVICE LEVEL REQUIREMENTS)

❑ CONSOLIDATION OF SLA MANAGEMENT PROCESSES (BASED ON BEST PRACTICES IMPLEMENTATION AND TMF (NGOSS, E-TOM), ETSI, ITILV3, TAM STANDARDS)

THANK YOU FOR YOUR ATTENTION !