

# CA Business Service Insight User Case

## OTE SLA MANAGEMENT

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# Agenda

## OTE SLA MANAGEMENT

Transforming IT

Business Challenge – Goals – Value

OTE's Service Assurance

Key Features

SLA Product Example

Benefits



# 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



Business Centric

Service Centric

System Centric

Component Centric

Top-Down

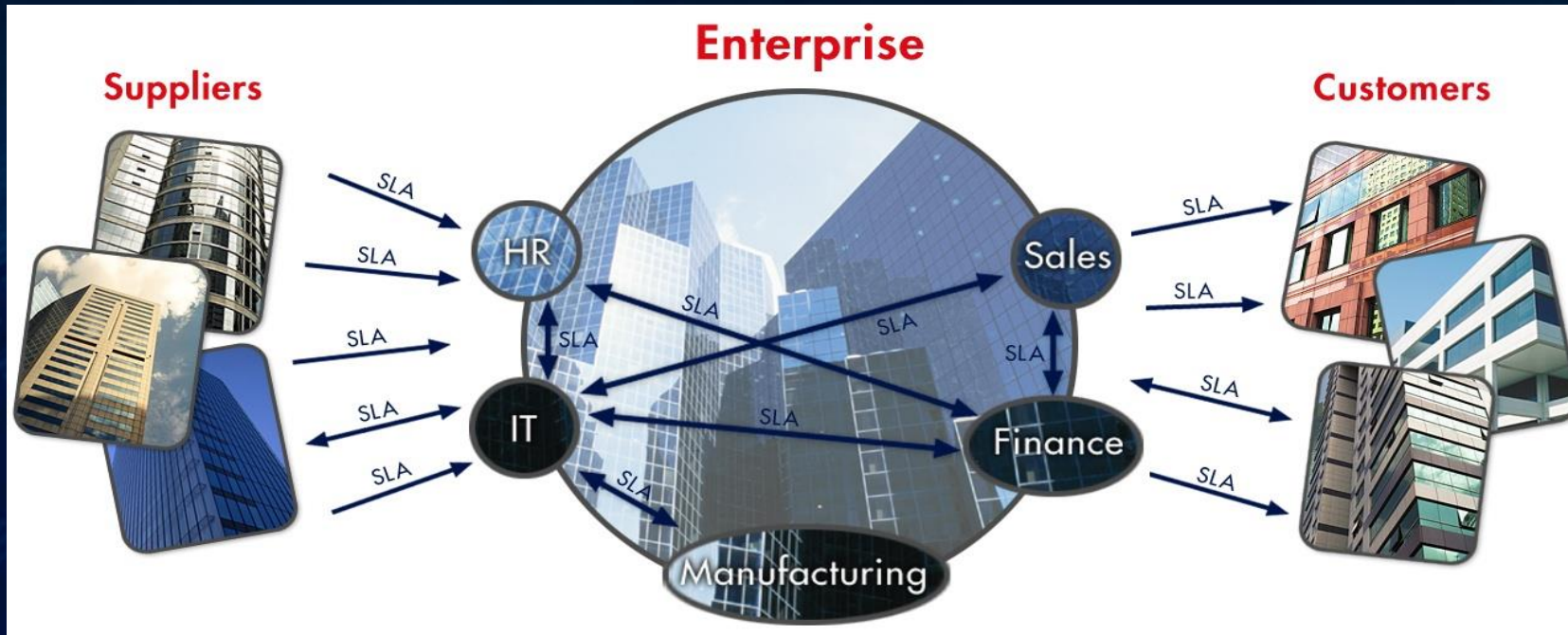




# Business Challenge

## SLAS ARE EVERYWHERE

- ✓ 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





# 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

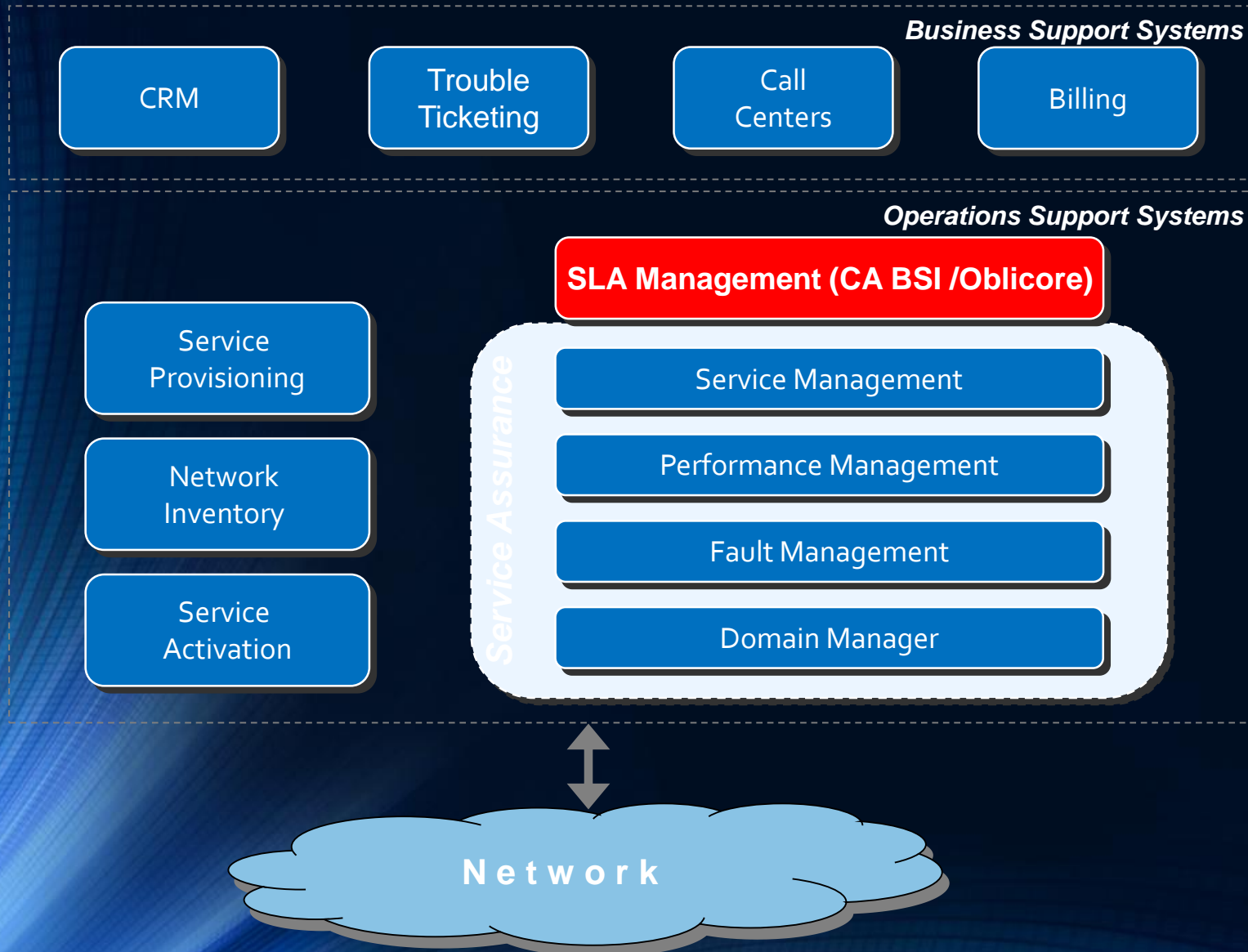
### ❑ ...ENABLING OTE TO:

- ✓ 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

# OTE's Service Assurance

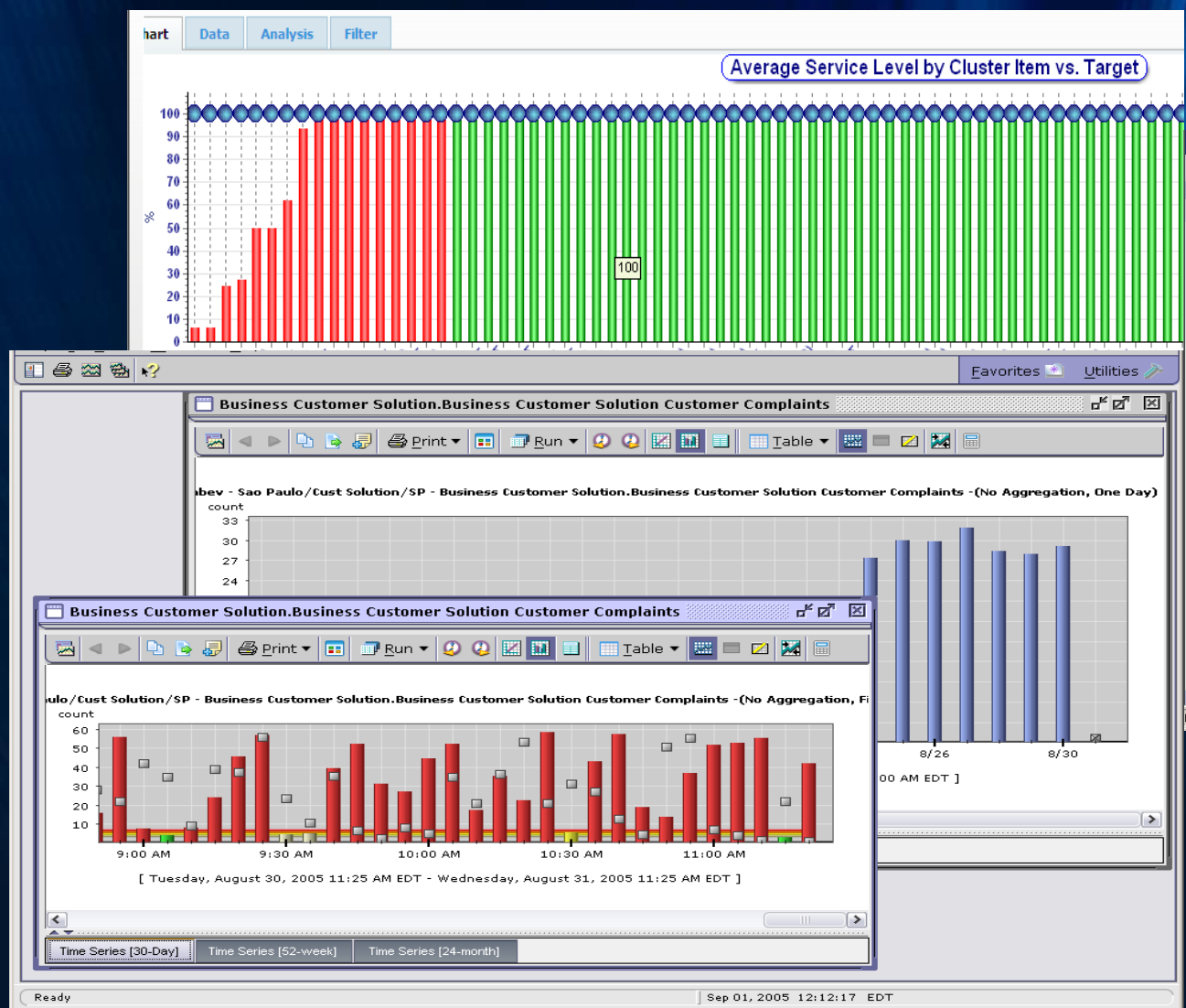


## Main capabilities:

- ✓ **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**



# OTE's Service Assurance



The screenshot shows the OTE Customer Trouble Tickets system interface. The top menu bar includes File, Edit, View, Navigate, Query, Tools, and Help. The main window displays a table of customer trouble tickets. The table has columns for New, Activity #, SR Number, Customer Code, Last Name/Business Name, Status, Comments, and Type. The table is filtered to show 10 of 10+ records. The selected record is 1-2EM56DH.

New	Activity #	SR Number	Customer Code	Last Name/Business Name	Status	Comments	Type
*	1-2EM56DH	1-5237398187	0000000100	ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ ΑΕ	Κατάσταση Αναμονής	25% of Due Date Email/SLA Re	SLA Re
*	1-2RWMI23	1-4799549384	1024563616	ΚΑΤΣΙΚΑ ΑΦΡΟΔΙΤΗ	Κατάσταση Αναμονής	ilazarakis@ote.gr;cmantza	SLA Re
*	1-2RXP5T1	1-6038148827	4871110	ΤΡΑΠΕΖΑ ΑΤΤΙΚΗΣ ΑΕ	Κατάσταση Αναμονής	100% of Due Date Email/SLA Re	SLA Re
*	1-2RXP61Q	1-6038203687	0000000559	ΟΖΕ ΑΕ	Κατάσταση Αναμονής	100% of Due Date Email/SLA Re	SLA Re
*	1-2RXP6FW	1-6039299317	0000000100	ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ ΑΕ	Κατάσταση Αναμονής	vtsougka@ote.gr;ediaman	SLA Re
*	1-2RXP63D	1-6038200707	0000000100	ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ ΑΕ	Κατάσταση Αναμονής	moupi@otenet.gr Restorat	SLA Re
*	1-2RXP64X	1-6038185737	0000000100	ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ ΑΕ	Κατάσταση Αναμονής	moupi@otenet.gr Restorat	SLA Re
*	1-2RX1V0M	1-6039459247	0000000100	ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ ΑΕ	Κατάσταση Αναμονής	vtsougka@ote.gr;ediaman	SLA Re
*	1-2RXP69I	1-6038147837	0000000559	ΟΖΕ ΑΕ	Κατάσταση Αναμονής	100% of Due Date Email/SLA Re	SLA Re
*	1-2RX1VCZ	1-6039896507	0000000100	ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ ΑΕ	Κατάσταση Αναμονής	100% of Due Date Email/SLA Re	SLA Re

The detailed view for activity 1-2EM56DH shows the following information:

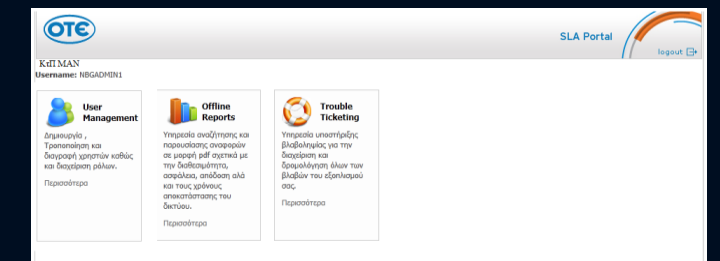
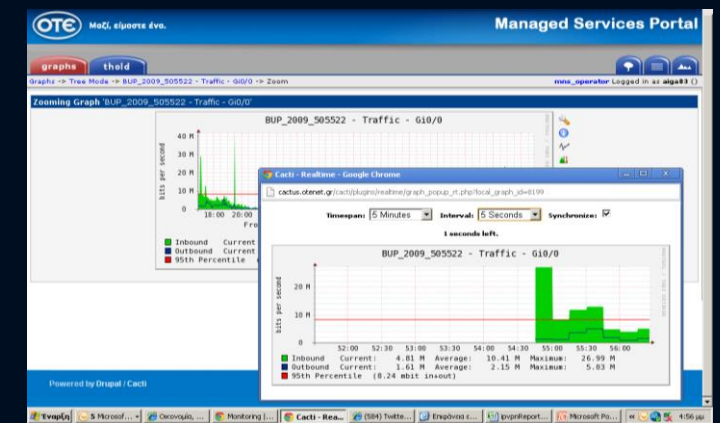
- Activity #: 1-2EM56DH
- Customer Code: 0000000100
- Employees: VKONT
- Type: SLA Review
- Cust Last Name/Business Name: ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ ΑΕ
- Status: Κατάσταση Αναμονής
- Customer First Name:
- Vendor:
- Vendor ID:





# 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 (**Otebusiness 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



The screenshot shows the OTE SLA Portal interface, specifically the 'Trouble Ticketing' section. It displays a table with the following columns: 'Ticket ID', 'Subject', 'Status', and 'Priority'. The table contains several rows of ticket data.

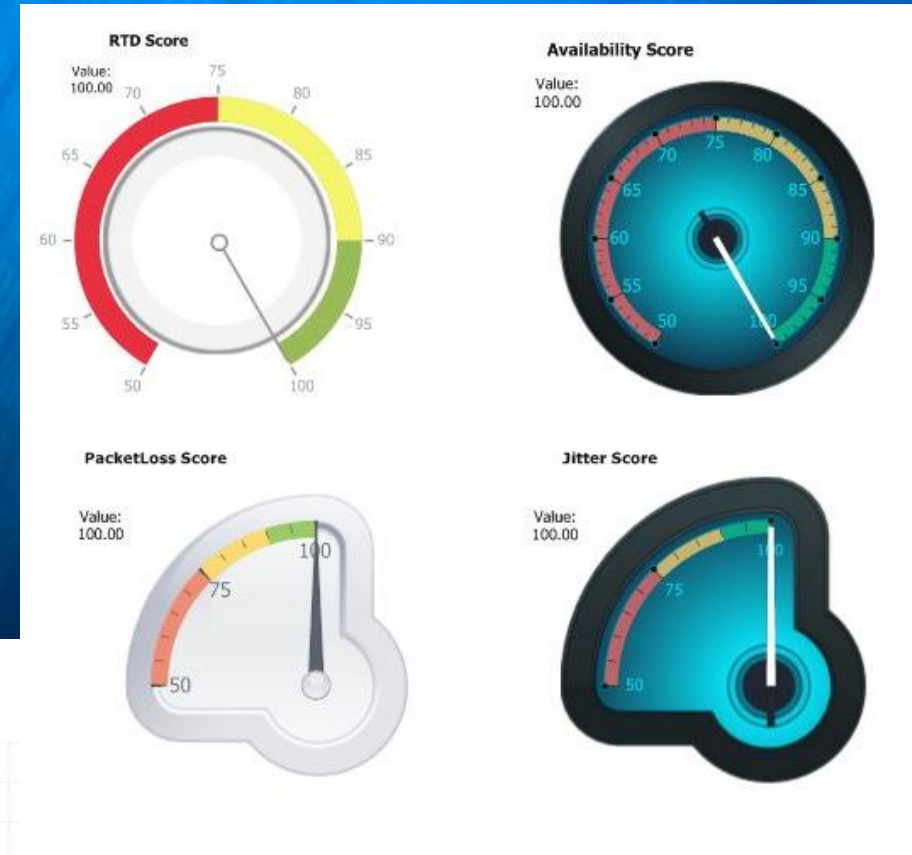
Ticket ID	Subject	Status	Priority
1-47464200	01-07-2013 12:06	Δωρο	High
1-47464242	01-07-2013 09:38	Δωρο	High
1-47463144	01-07-2013 09:37	Δωρο	High
1-47463136	01-07-2013 09:37	Δωρο	High
1-47463234	01-07-2013 09:38	Δωρο	High
1-47463414	01-07-2013 09:39	Δωρο	High
1-47463494	01-07-2013 09:37	Δωρο	High
1-47463474	01-07-2013 09:38	Δωρο	High
1-47463494	01-07-2013 09:38	Δωρο	High
1-47463474	01-07-2013 09:39	Δωρο	High
1-47463194	01-07-2013 09:37	Δωρο	High

The screenshot shows the OTE SLA Portal interface, specifically the 'SLA Results' section. It displays a table with the following columns: 'Site Name', 'Availability', 'SLA Results', and 'SLA Results'. The table contains several rows of site data.

Site Name	Availability	SLA Results	SLA Results
NBS-1000004-ATHINA	99.94	0	0.00
NBS-1000120-OL-EPICOU	99.4	1	18.2
NBS-1000003-ATHINA	99.94	1	1.5
NBS-1000078-EDGE-ZYTHOU	99.86	1	0.00
NBS-1000011-PERAKIA	99.7	0	0.00
NBS-1000078-THESALONIKI	99.86	0	0.00
NBS-1000061-ARDOU	99.99	0	0.00
NBS-1000068-METROPOLIT	99.99	0	0.00
NBS-1000100-THESALONIKI	99.99	0	0.00
NBS-1000006-THESALONIKI	99.99	0	0.00
NBS-1000100-KALAMATA	99.99	0	0.00
NBS-1000030-AGRIKIO	99.99	0	0.00
NBS-1000040-ATHINA	99.99	0	0.00
NBS-1000090-ATHINA	100	0	0.00
NBS-1000092-ATHINA	100	0	0.00
NBS-1000140-KERKIRA	100	0	0.00
NBS-1000006-ATHINA	100	0	0.00
NBS-1000150-KAVALA	100	0	0.00
NBS-1000090-ATHINA	100	0	0.00
NBS-1000130-KATERINI	100	0	0.00
NBS-1000120-THESALONIKI	100	0	0.00
NBS-1000006-THESALONIKI	100	0	0.00
NBS-1000080-KAROLISA	100	0	0.00
NBS-1000070-VOLCA	100	0	0.00
NBS-1000090-ATHINA	100	0	0.00
NBS-1000150-PATRA	100	0	0.00
NBS-1000090-ATHINA	100	0	0.00

# 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





# 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 !

