

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

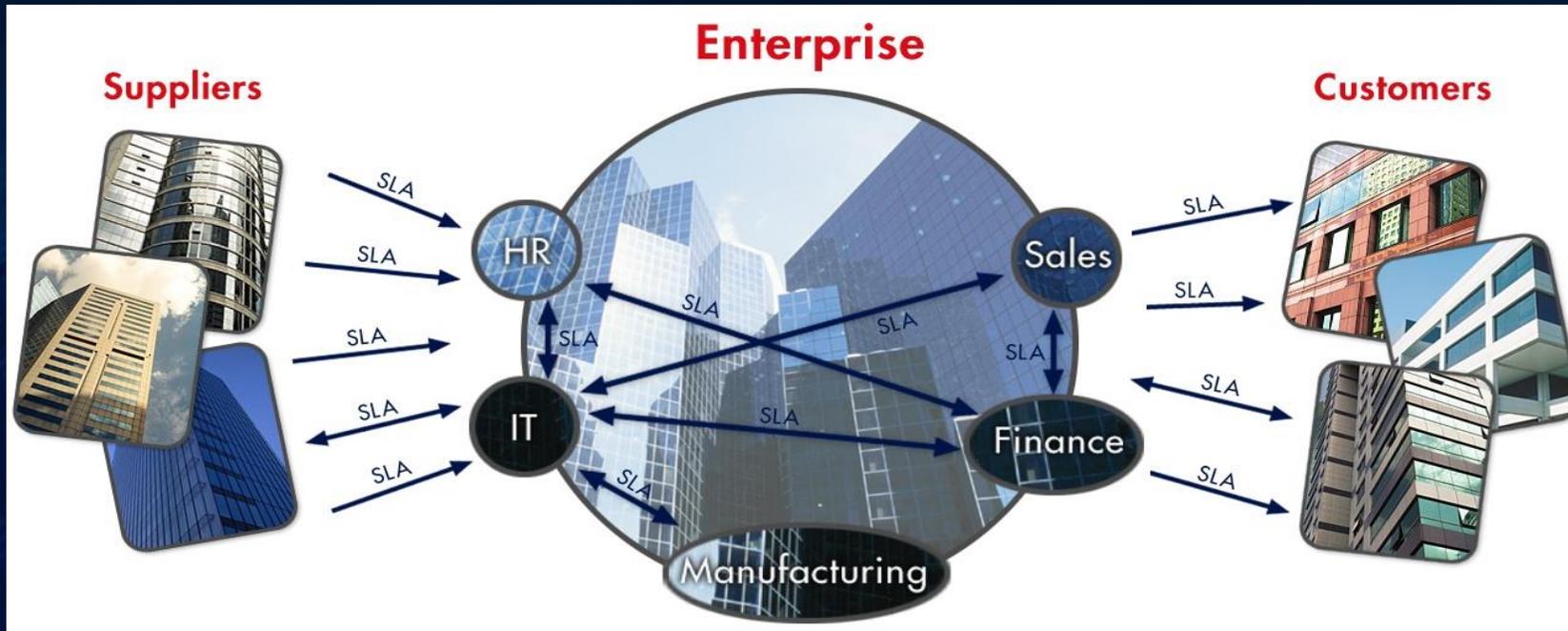
Top-Down



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

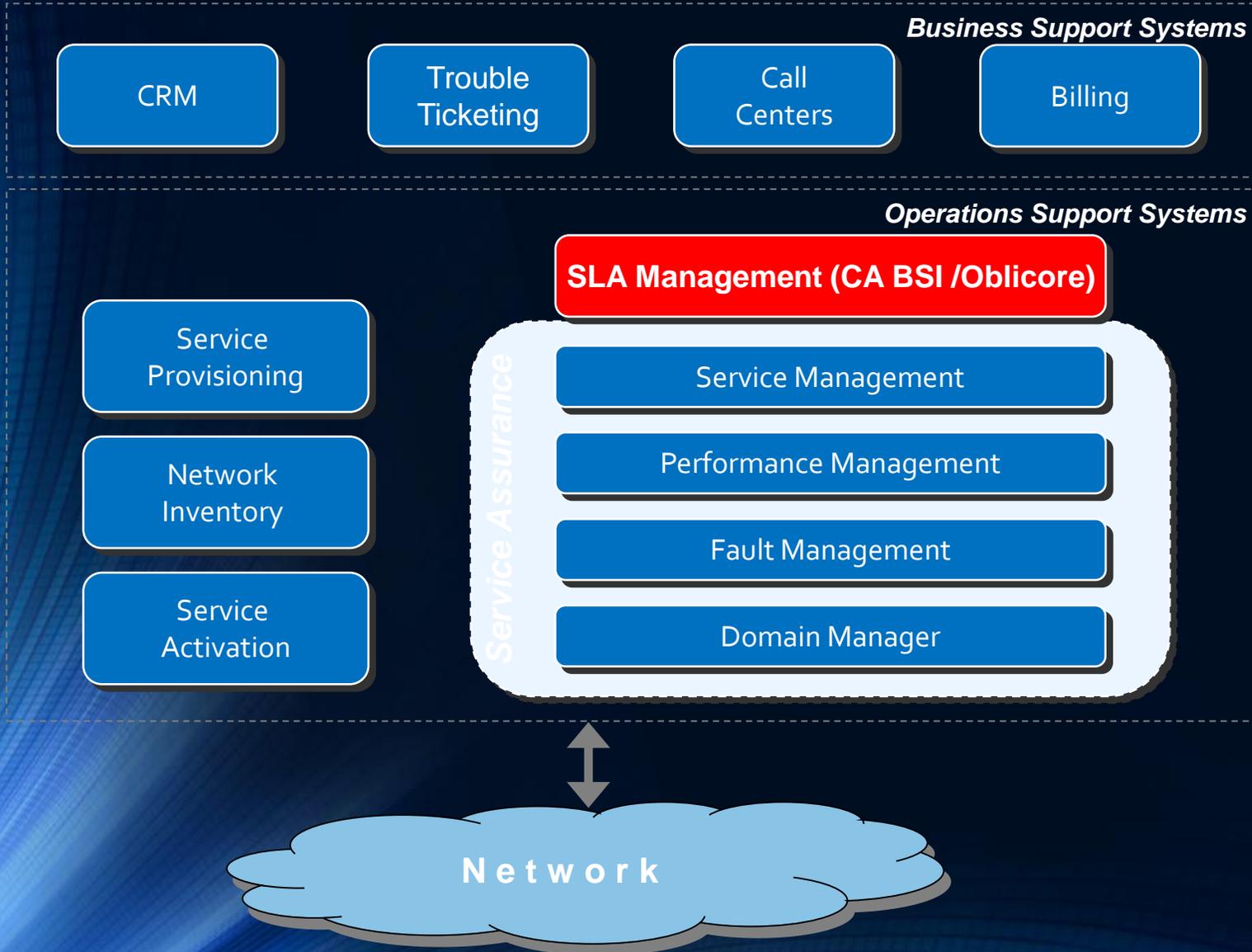
❑ ...ENABLING OTE TO:

- ✓ 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

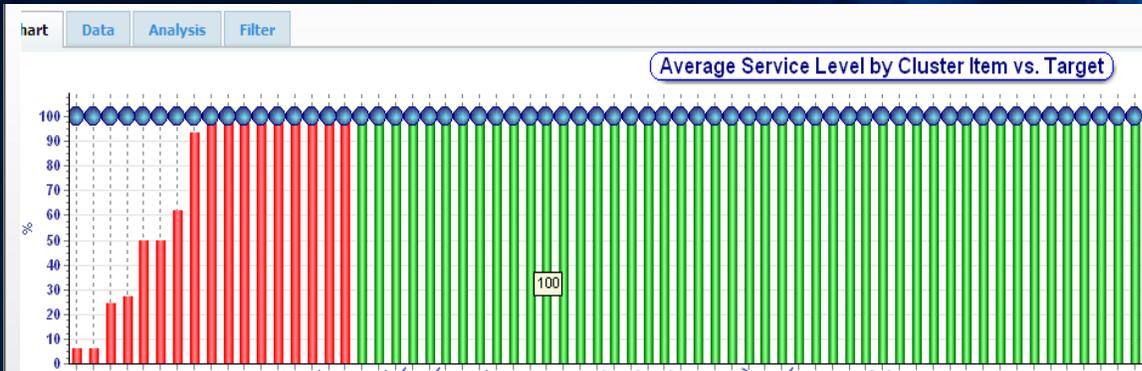


Main capabilities:

- ✓ **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



Business Customer Solution.Business Customer Solution Customer Complaints

hev - Sao Paulo/Cust Solution/SP - Business Customer Solution.Business Customer Solution Customer Complaints - (No Aggregation, One Day)

count

33
30
27
24

8/26 8/30

00 AM EDT]

Business Customer Solution.Business Customer Solution Customer Complaints

av - Sao Paulo/Cust Solution/SP - Business Customer Solution.Business Customer Solution Customer Complaints - (No Aggregation, Fi

count

60
50
40
30
20
10

9:00 AM 9:30 AM 10:00 AM 10:30 AM 11:00 AM

[Tuesday, August 30, 2005 11:25 AM EDT - Wednesday, August 31, 2005 11:25 AM EDT]

Time Series [30-Day] Time Series [52-week] Time Series [24-month]

Ready Sep 01, 2005 12:12:17 EDT

File Edit View Navigate Query Tools Help

Saved Queries: * A My Teams Open Activities

My Team Save Target List

Αρχική Σελίδα Accounts Billing Accounts Contacts Activities Interaction Service Requests CLI Παραγγελιοληψία Advance Search

Activity List Customer Trouble Tickets

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/SI SLA Re	
*	1-2RWMIZ3	1-4799549384	1024563616	ΚΑΤΣΙΚΑ ΑΦΡΟΔΙΤΗ	Κατάσταση Αναμονής	ilazarakis@ote.gr;cmantzar SLA Re	
*	1-2RXP5T1	1-6038148827	4871110	ΤΡΑΠΕΖΑ ΑΤΤΙΚΗΣ ΑΕ	Κατάσταση Αναμονής	100% of Due Date Email/SI SLA Re	
*	1-2RXP61Q	1-6038203687	0000000559	ΟΖΕ ΑΕ	Κατάσταση Αναμονής	100% of Due Date Email/SI SLA Re	
*	1-2RXP6FW	1-6039299317	0000000100	ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ ΑΕ	Κατάσταση Αναμονής	vtougka@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	vtougka@ote.gr;ediaman SLA Re	
*	1-2RXP69I	1-6038147837	0000000559	ΟΖΕ ΑΕ	Κατάσταση Αναμονής	100% of Due Date Email/SI SLA Re	
*	1-2RX1VCZ	1-6039896507	0000000100	ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ ΑΕ	Κατάσταση Αναμονής	100% of Due Date Email/SI SLA Re	

1-2EM56DH

Menu Query

Activity #: 1-2EM56DH Customer Code: 0000000100 Employees: VKONT

Type: SLA Review Cust Last Name/Business Name: ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ ΑΕ Vendor:

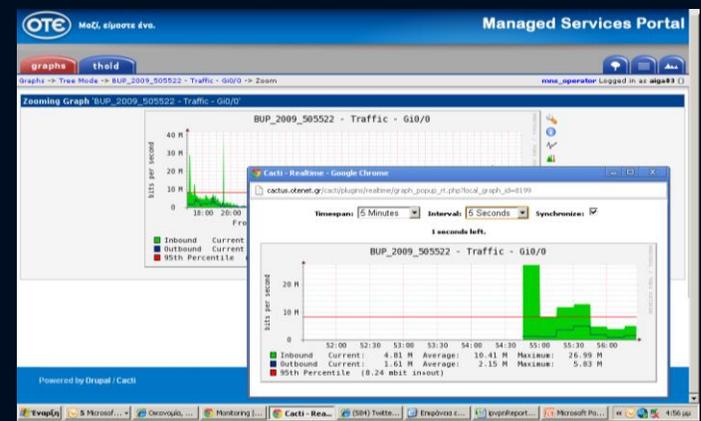
Status: Κατάσταση Αναμονής Customer First Name: Vendor ID:

Previous Message Τονικό intranet



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



OTEL SLA Portal

Καλι ΜΑΝ
Username: NBGADMIN1

User Management
Αναζήτηση, Προσθήκη και Διαγραφή χρηστών καθώς και διαχείριση ρόλων.

Offline Reports
Υποβολή αναζητήσεων και παρακολούθηση αναφορών σε μερική pdf σχετικά με την διαθεσιμότητα, ασφαλεία, απόδοση αλλά και τους χρόνους απαντήσεων του δικτύου.

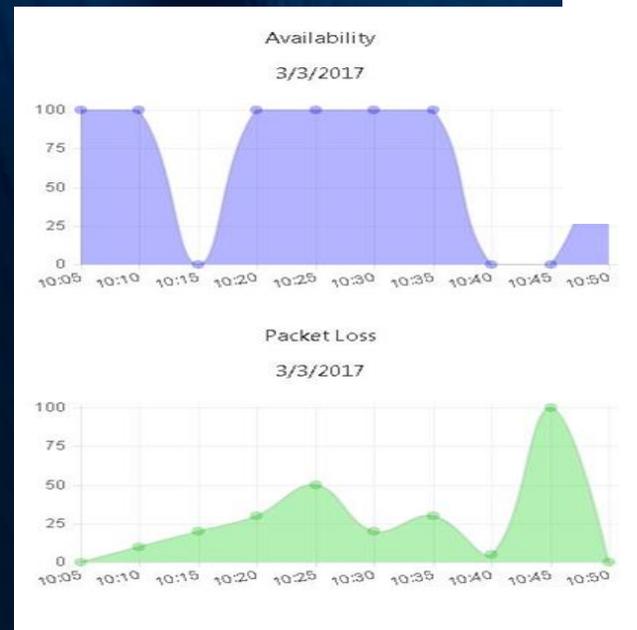
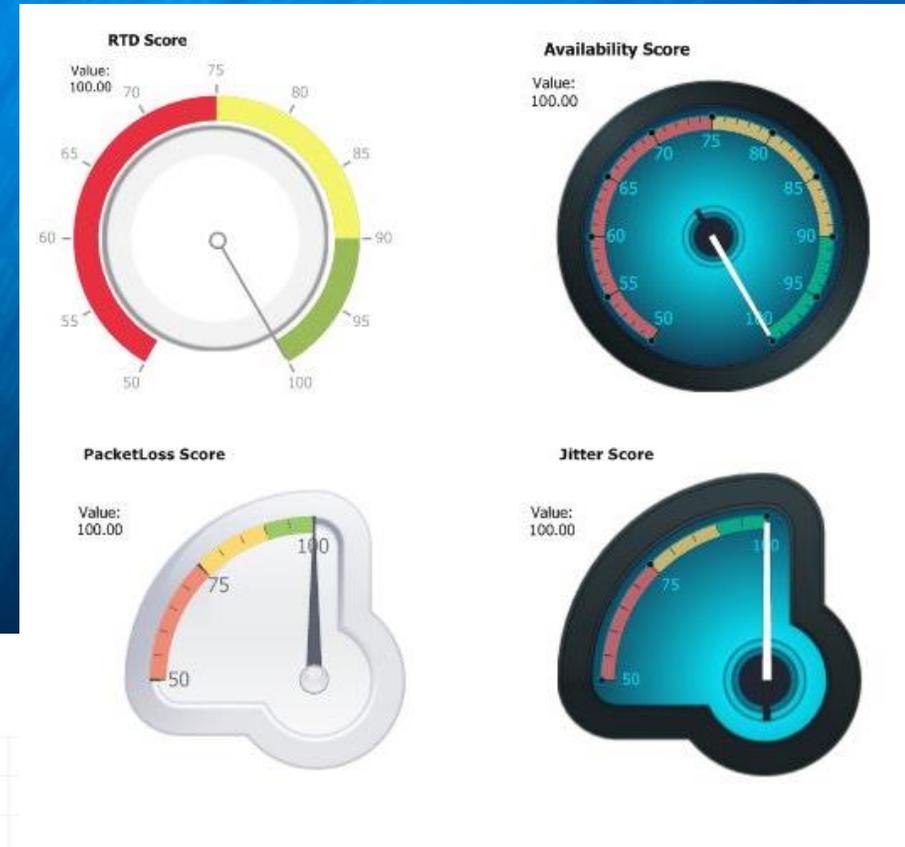
Trouble Ticketing
Υποβολή υποστηρίξεων/ελαχιστοποίηση χρόνου επίλυσης και διαχείριση άλλων των ελαχίστων του ενοικητού σας.

Αριθμός Αιτήματος	Ημερομηνία Δημιουργίας	Ελαχίστη Έκταση	Site ID	Κατηγορία Προβλήματος	Τύπος Προβλήματος	Κατάσταση Αιτήματος
1-47464290	01-07-2013 12:06	δωρεάν δίκτυο	NBG-M00001	Over DSL	Εσωθ (IPV6)	Κλειστό
1-47463423	01-07-2013 09:38	δωρεάν δίκτυο	NBG-M00610	Over DSL	Εσωθ (IPV6)	Κλειστό
1-47463144	01-07-2013 09:37	δωρεάν δίκτυο	NBG-ATM-406624	Over HellaCam	Εσωθ (IPV6)	Κλειστό
1-47463164	01-07-2013 09:37	δωρεάν δίκτυο	NBG-M000050	Over Metro Ethernet	Εσωθ (IPV6)	Κλειστό
1-47463234	01-07-2013 09:38	δωρεάν δίκτυο	NBG-M004060	Over HellaCam	Εσωθ (IPV6)	Κλειστό
1-47463474	01-07-2013 09:39	δωρεάν δίκτυο	NBG-M000666	Over HellaCam	Εσωθ (IPV6)	Κλειστό
1-47463494	01-07-2013 09:37	δωρεάν δίκτυο	NBG-ATM-406692	Over HellaCam	Εσωθ (IPV6)	Κλειστό
1-47463474	01-07-2013 09:38	δωρεάν δίκτυο	NBG-ATM-406694	Over HellaCam	Εσωθ (IPV6)	Κλειστό
1-47463494	01-07-2013 09:38	δωρεάν δίκτυο	NBG-M003380	Over DSL	Εσωθ (IPV6)	Κλειστό
1-47463474	01-07-2013 09:39	δωρεάν δίκτυο	NBG-ATM-406666	Over HellaCam	Εσωθ (IPV6)	Κλειστό
1-47463194	01-07-2013 09:37	δωρεάν δίκτυο	NBG-ATM-407174	Over HellaCam	Εσωθ (IPV6)	Κλειστό

Site Name	Availability	No. of Down Times	MTR 300s hrs	RTD G1 40ms	PL G1 0.1%	Jitter P1 20ms	RestMaintenance
NBG-M000064 - ΑΘΗΝΑ	99.94	0	N/A	0	0.00	0.00	N/A
NBG-M000120 - ΟΔ. ΕΡΜΟΥΣ	99.4	1	19.2	0	0.00	0.00	N/A
NBG-M000003 - ΑΘΗΝΑ	99.98	1	0.0	1.5	0.00	3.04	N/A
NBG-M000078 - ΡΕΣΣΕ ΣΥΓΓΡΟΥ	99.98	1	0.0	0.0	0.00	0.00	N/A
NBG-M000011 - ΠΕΙΡΑΙΑΣ	99.97	0	0.0	7.09	0.00	1.14	N/A
NBG-M000078 - THESSALONIKI	99.98	0	0.0	0.0	0.00	0.00	N/A
NBG-M000061 - ΑΙΔΟΛΟΥ	99.99	0	N/A	1.02	0.00	1.13	N/A
NBG-M000058 - ΜΕΓΑΡΩΝΩΤΗ	99.99	0	N/A	0.0	0.00	0.00	N/A
NBG-M000100 - THESSALONIKI	99.98	0	0.0	8.48	0.00	3.24	N/A
NBG-M000036 - THESSALONIKI	99.99	0	0.0	8.09	0.00	1.35	N/A
NBG-M000300 - ΚΑΛΑΜΑΡΙΑ	99.99	0	0.0	7.12	0.00	2.24	N/A
NBG-M000300 - ΑΔΡΙΝΗ	99.99	0	0.0	5.21	0.00	1.14	N/A
NBG-M000340 - ΑΘΗΝΑ	99.99	0	0.0	1.20	0.00	1.15	N/A
NBG-M000090 - ΣΥΡΑΚΟΣ	100	0	N/A	7.20	0.00	1.26	N/A
NBG-M000052 - ΑΘΗΝΑ	100	0	N/A	18.3	0.00	3.11	N/A
NBG-M000140 - ΚΕΡΚΙΡΑ	100	0	N/A	11.44	0.00	1.18	N/A
NBG-M000035 - ΣΠΙΝΤΟΣ	100	0	N/A	11.25	0.00	1.12	N/A
NBG-M000150 - ΚΑΒΑΛΑ	100	0	N/A	11.12	0.00	1.74	N/A
NBG-M000090 - ΚΙΛΙΚΙΑ	100	0	N/A	9.76	0.00	1.16	N/A
NBG-M000130 - ΚΑΤΕΡΙΝΗ	100	0	N/A	9.64	0.00	1.18	N/A
NBG-M000120 - THESSALONIKI	100	0	N/A	8.83	0.00	3.35	N/A
NBG-M000066 - THESSALONIKI	100	0	N/A	8.14	0.01	1.11	N/A
NBG-M000380 - ΚΑΡΔΙΤΣΑ	100	0	N/A	6.92	0.00	1.12	N/A
NBG-M000370 - ΒΟΛΟΣ	100	0	N/A	6.97	0.00	1.16	N/A
NBG-M000090 - ΑΘΗΝΑ	100	0	N/A	6.88	0.00	1.13	N/A
NBG-M000250 - ΠΑΤΡΑ	100	0	N/A	3.85	0.04	1.14	N/A
NBG-M000030 - ΚΡΑΤΙΝΟΧ	100	0	N/A	2.41	0.05	1.14	N/A

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 !

