



# CA BSI User Group 2016 Showcase – Vodafone Germany

## From SLA Reporting to SLA Management

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# Overview



- Current Solution
  - drivers and advantages of current solution
  - architecture / system overview / user interface
- Look-Out - next Enhancements
  - customer needs
  - possible enhancements





# Current Solution

- drivers
- advantages

# SLA Management – Enterprise & Vendor Reporting - Footprint

- **Actual Reporting Platform serving approximately:**
  - 230 enterprise reports for fix network solutions
  - 100 enterprise reports for mobile network solutions
  - 30 customer specific reports
  - 140 vendor reports
- **Common Solution for Service Support Key Performance Indicators (KPIs) of Fixnet Enterprise Products**
  - SLA Mgmt. solution provides periodically reports based on customer specific trouble tickets
  - Solution is independent on fix-net products (e.g. WAN, Voice, Dark Fibre)
- **Significant Component in Mobile Enterprise Product – “Premium SLA”**
  - SLA Mgmt. solution provides significant parts of upselling product “Premium SLA” by delivering the customer specific “Premium SLA” report
- **Support of Vendor & Partner Steering by Operational Level Agreements (OLAs) - Reports**
  - Solution offers OLA specific reports based on ticket information (e.g. reaction times, time for workarounds/solutions)



# SLA Mgmt. – Enterprise Reporting - Scope

## 1 Central Storage for SLA/KPI Targets

- Common, centralized documentation of SLAs/KPIs in CMDB and offering a GUI to add and maintain SLA/KPI targets

## 2 Calculation and Reporting of Service Support - KPIs

- Calculation and comparing of KPIs against SLA specific thresholds
- Reporting of tickets and service support KPIs for mobile- and fix-network enterprise customers

## 3 Reporting of Service Delivery - KPIs

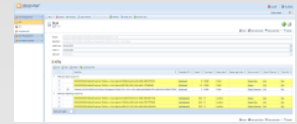
- Extendable and customer specific reporting of network specific service delivery KPIs

## 4 Report Configuration & editorial Change of Tickets

- Enabling self provisioning of new standard reports
- Simplify editorial modification of ticket to increase report quality
- Access to historical reports

### Central SLA Storage

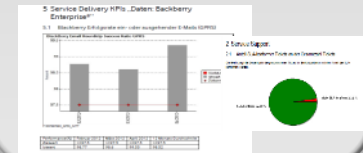
- Enterprise SLAs can be maintained
- SLA/KPI data is accessible by other tools in CMDB



SLA ID	SLA Name	SLA Type	SLA Status	SLA Description
SLA-001	SLA-001	SLA-001	SLA-001	SLA-001
SLA-002	SLA-002	SLA-002	SLA-002	SLA-002
SLA-003	SLA-003	SLA-003	SLA-003	SLA-003
SLA-004	SLA-004	SLA-004	SLA-004	SLA-004
SLA-005	SLA-005	SLA-005	SLA-005	SLA-005

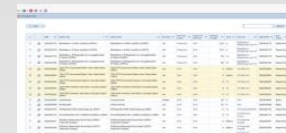
### KPI Calculation

Calculation of ticket-based service support KPIs and SLA report creation



### Report Config. GUI

GUI for self-configuration to create and edit enterprise reports



Report ID	Report Name	Report Type	Report Status	Report Description
Report-001	Report-001	Report-001	Report-001	Report-001
Report-002	Report-002	Report-002	Report-002	Report-002
Report-003	Report-003	Report-003	Report-003	Report-003
Report-004	Report-004	Report-004	Report-004	Report-004
Report-005	Report-005	Report-005	Report-005	Report-005

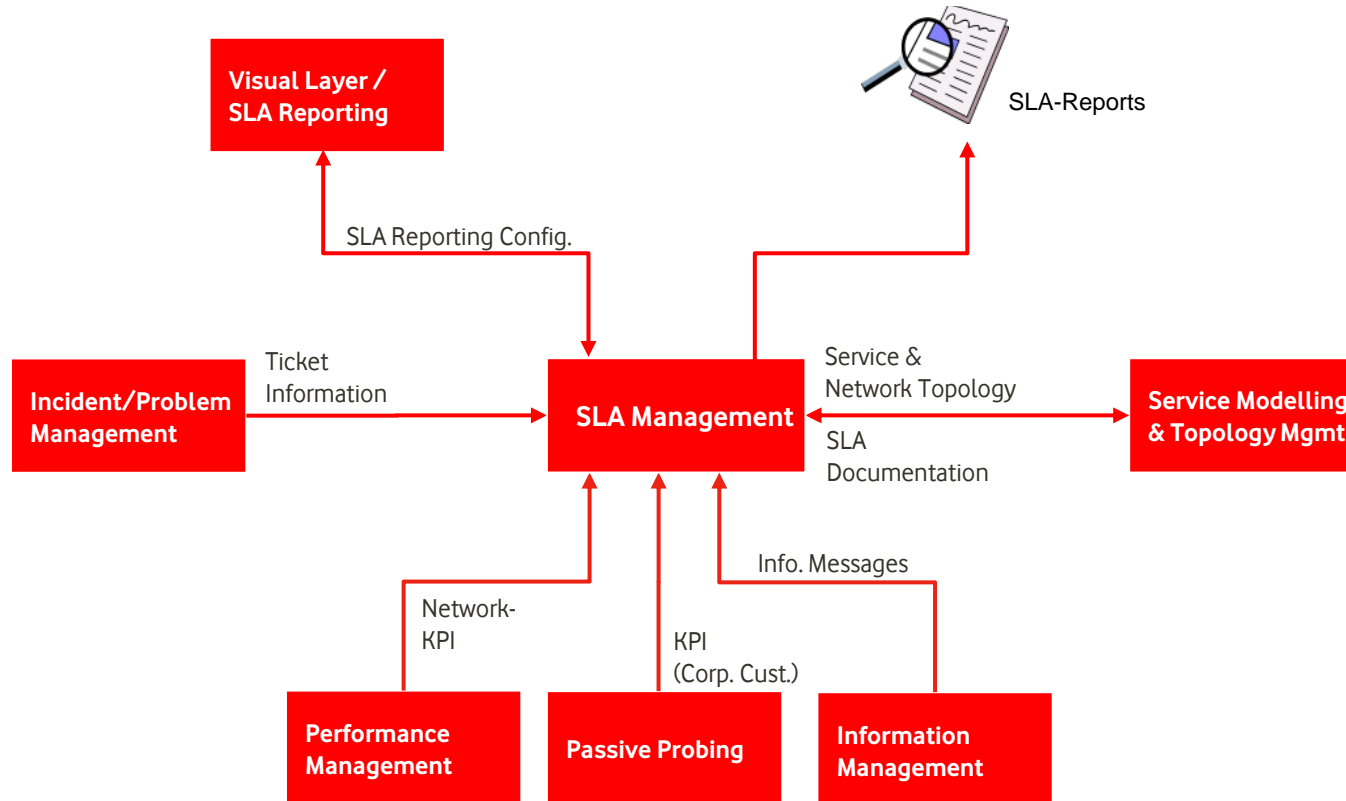




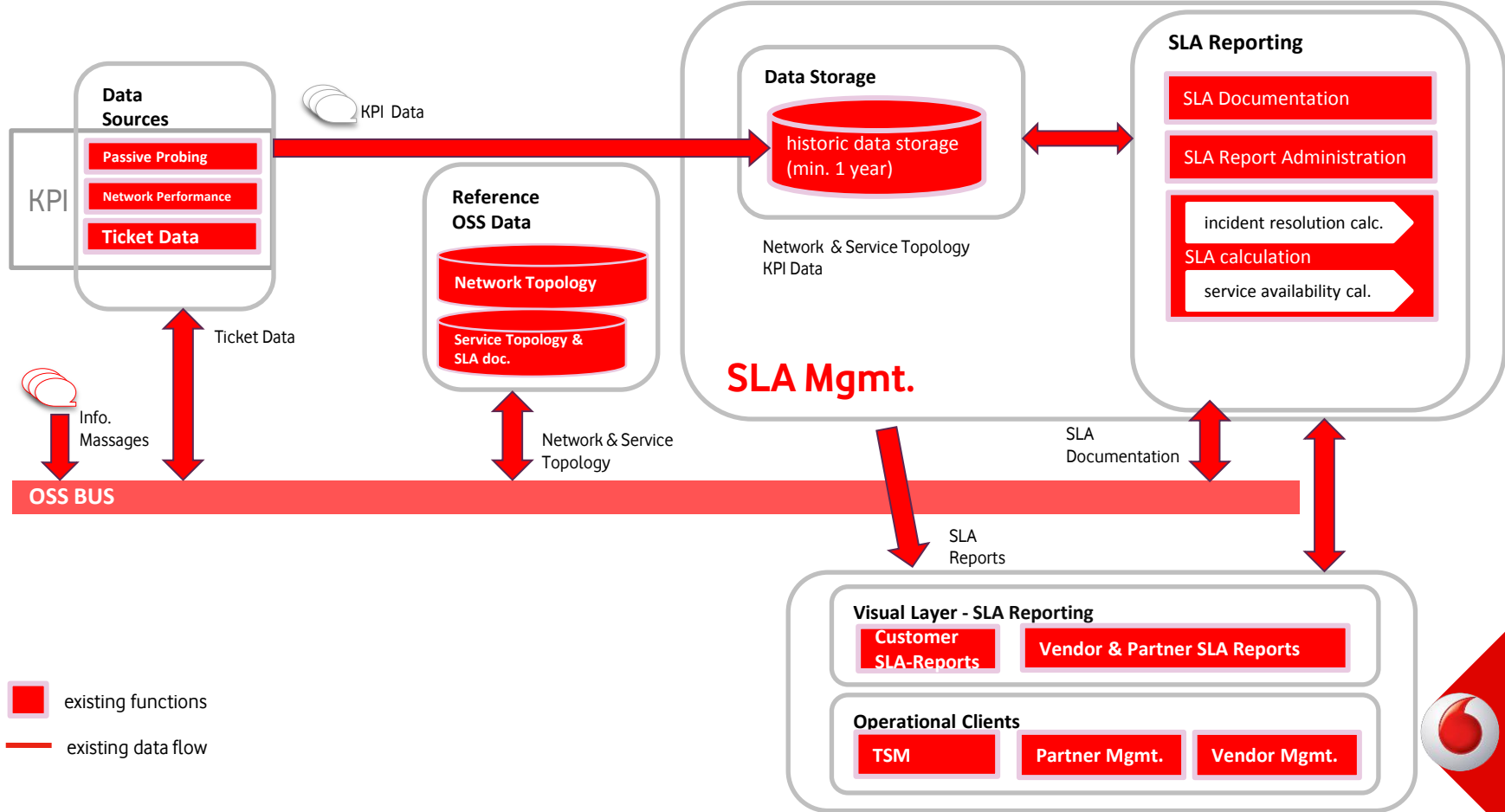
# Current Solution

- architecture
- system overview
- user interface

# SLA Management Architecture – High Level Data Flow

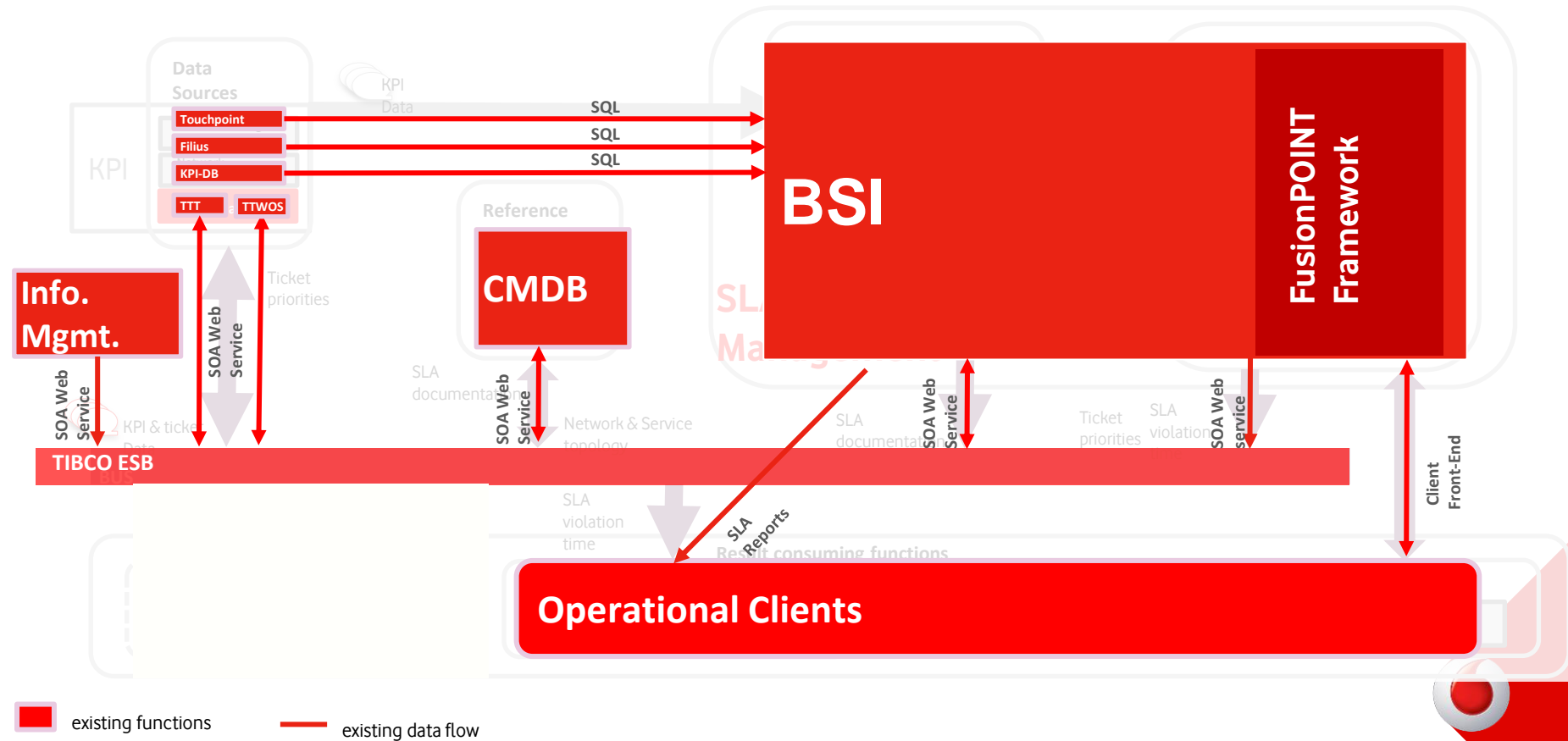


# SLA Management Architecture – Functional Blocks





# SLA Management Architecture – System Mapping



# SLA Management – User Interfaces

**Navigation pane brings the user to contract setup**

**Contracts are documented in versions**

**KPIs are assigned to the contract**

**Ticket filters & edit GUIs to be applied for report-preparation**

**Report booklets can be combined from report modules & parts**

**Contract - Standard Festnetz -**  
 SLA / Booklet Generation / Contract / Standard Festnetz - <contract name>  
**Contract**  
 \* Name: Standard Festnetz - A <contract name>  
 \* valid From: 01.11.2014  
 \* valid To: 18.01.2038  
 Life Cycle: Active  
 Calculated Up To:  
 Last Calculated:  
 Originator: admin  
 Originator Group: Admin  
 Last Commit Date: 09.12.2014  
 Version: 3  
 Interval: Monthly  
 Schedule Day: 28  
 Management Summary Report  
 Reporting  
 Logo:  
 Master Template: Master Template FixNet Deutsch  
 Language: Deutsch  
 Template: Standard Festnetz <contract name> bkr - Version 3.docx  
 <mail-address>  
 Sent At: 08.12.2014 10:44:50

**Report Part**  
 Vendor: T-Com / NSN R4 / Booklet Generation / Booklet Generation / Report Module / Report Part  

Name	Template	Report Type	Description	Language
V000				
V00000001-DE	PremiumSLA_KapitelLeer.docx			Deutsch

**TTT**  
 SLA / Booklet Generation / Contract /  

TICKETNUMMER	STATUS	CCB_NR	AVAILABILITY_RELEVANT	KUNDE	ANSCHLUSSKENNUNG2	STOERUNGSBEGINN	STOERUNGSSENDE
TA0000010804150	geschlossen	001931104862				16.08.2016 14:43:21	17.08.2016 14:24:13
TA0000010817648	geschlossen	001923736262	✓			22.08.2016 12:20:52	24.08.2016 09:30:12
TA0000010822525	geschlossen	001904916411	✓			24.08.2016 08:04:54	25.08.2016 10:20:16
TA0000010775273	geschlossen	001910866311				04.08.2016 12:39:54	04.08.2016 14:06:12
TA0000010788828	geschlossen	001928985112	✓				10.08.2016 09:22:19
TA0000010812493	geschlossen	001910000000	✓				10.08.2016 16:24:17
TA0000010802716	geschlossen	001910000000	✓				

 Ticket filter: <customer name>  
 Ticket filter: <connection nr>  
 TICKETNUMMER: TA0000010788828  
 STATUS: geschlossen  
 CCB\_NR: 001928985112  
 REPORTING\_RELEVANT: ✓  
 AVAILABILITY\_RELEVANT: ✓  
 CORRECTED: ✓  
 KUNDE: <customer name>  
 ANSCHLUSSKENNUNG: <connection nr>  
 ANSCHLUSSKENNUNG2: 10.08.2016 09:22:19  
 STOERUNGSBEGINN: 10.08.2016 16:24:17  
 STOERUNGSSENDE: 10.08.2016 16:24:17  
 NETTOSTOERDAUER: 000-00:52  
 SERVICELEVEL: SLA Classic Plus pauschal (Komfa)  
 SCHWEREGRAD: 0  
 SECURITÄT: 8  
 GESCHAFTSFALL: Bestandskunde  
 ARCOR\_REFNR: <private info>  
 BEARBEITERGRUPPE: G-Privatkunden 2 SLZ  
 BESITZERGRUPPE: G-Privatkunden 2 SLZ  
 DIENST\_PRODUKT: ISDN+DSL Mehrgeräteschluss (Komfort)  
 DIENST\_TECHNIK: Dienst Sprache gestört





# 3

## Lookout – next Enhancements

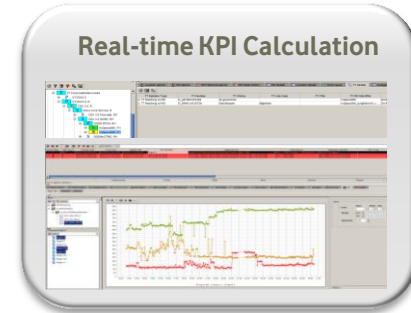
- customer needs
- possible enhancements

# SLA Mgmt. – Customer & Service Monitoring – Scope / Drivers

## Enhanced Monitoring Capabilities improve the proactive Service Support Processes

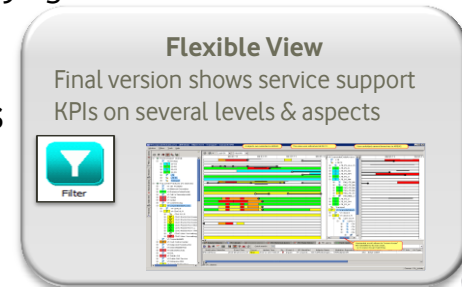
### ① (near) real-time Calculation of Service Support KPIs

- allow prioritization in the incident resolution process
  - Which incident resolution targets are at risk?
  - Which service availability will be violated next and when?
  - Which possible violation causes the highest penalty payments?
- support change management process by providing actual service availability KPIs
  - Which scheduled maintenance activity may impact the service availability agreement?

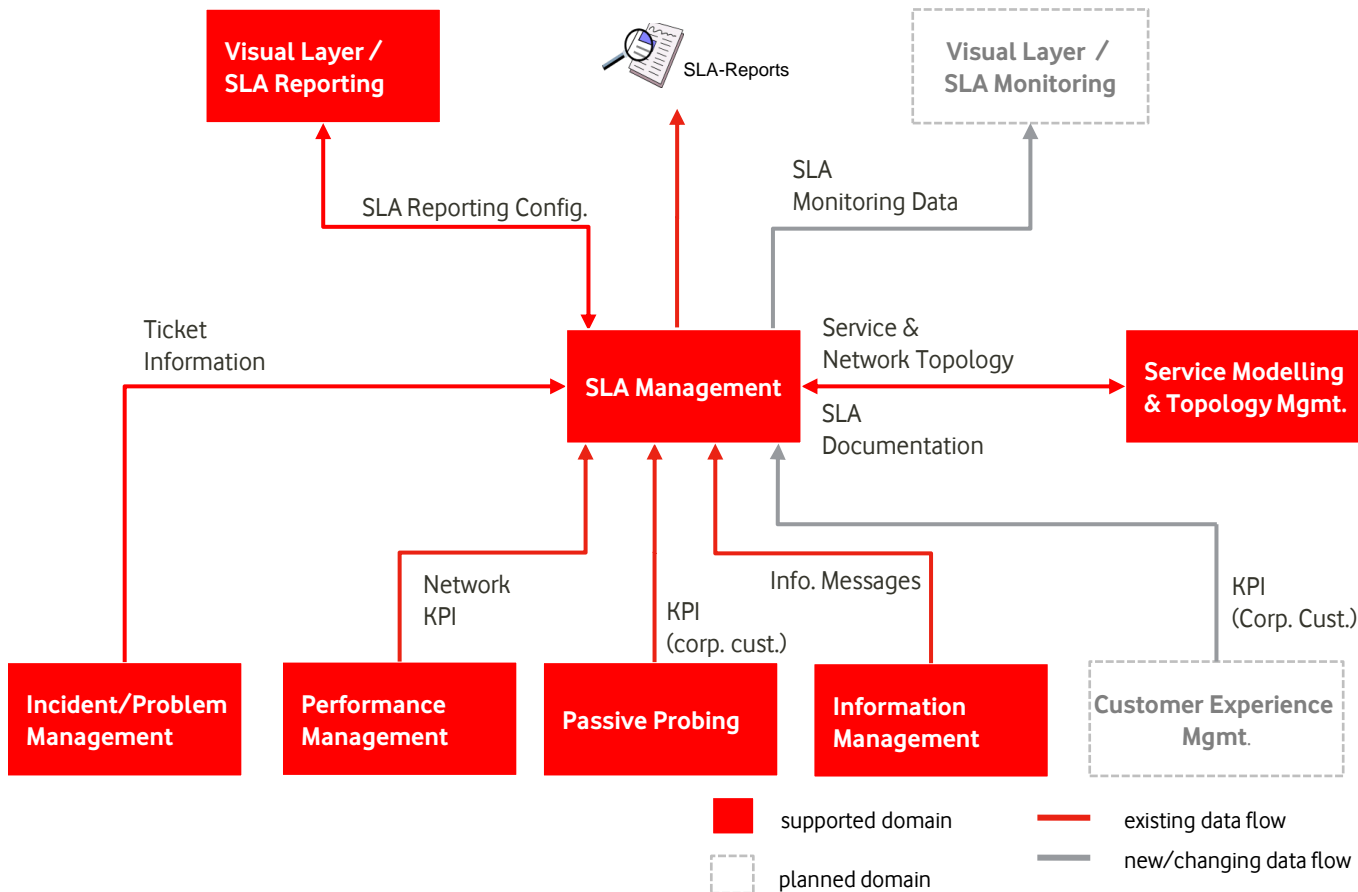


### ② KPI Monitoring based on different Aspects

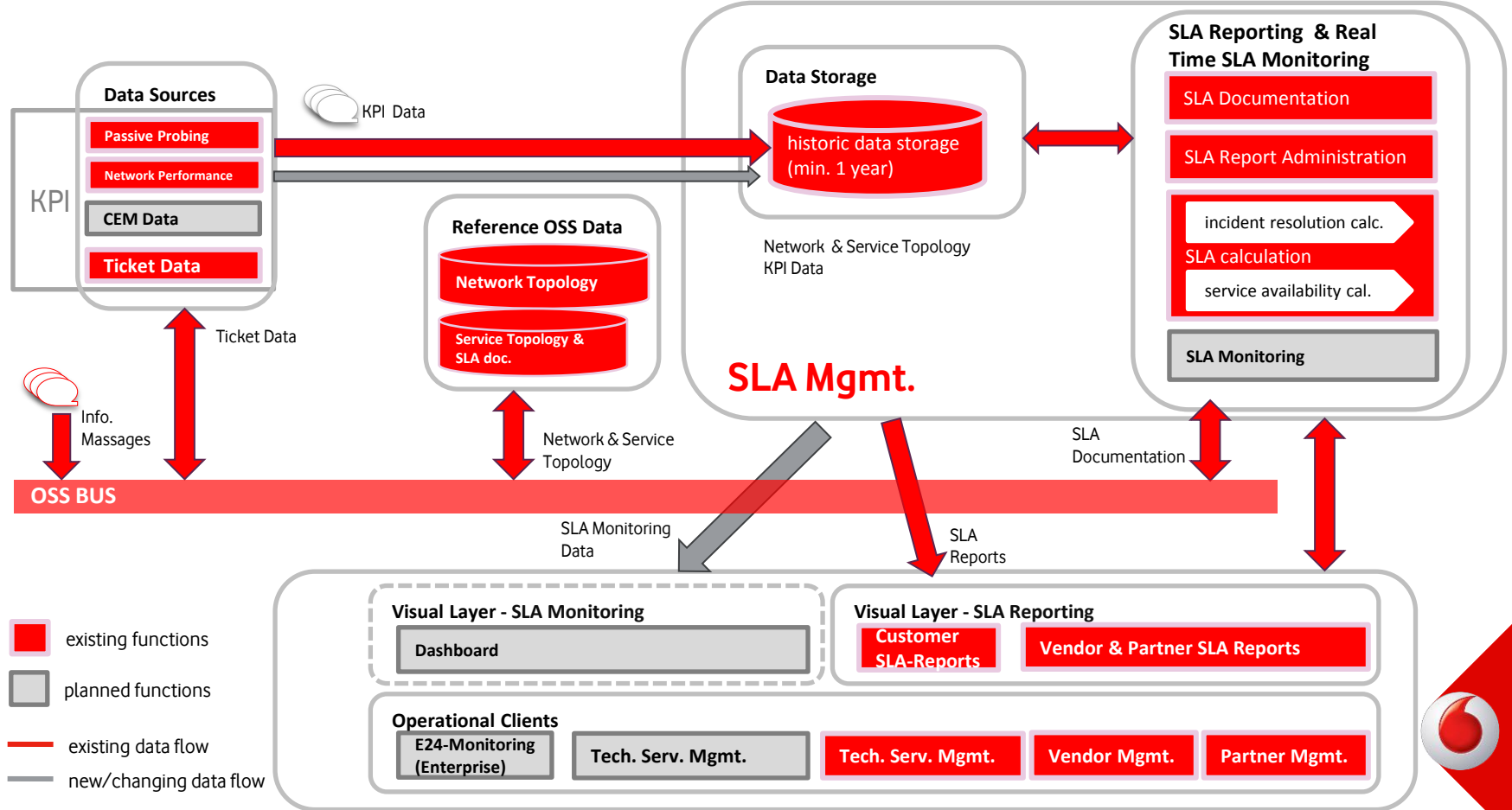
- enable an actual view on current support quality on different levels
  - On product level: How is the stability of dedicated products & solutions?
  - On customer level: Which customers get the best service support?
  - On vendor level: What are the best performing vendors?
- combine relevant information within one view for operations



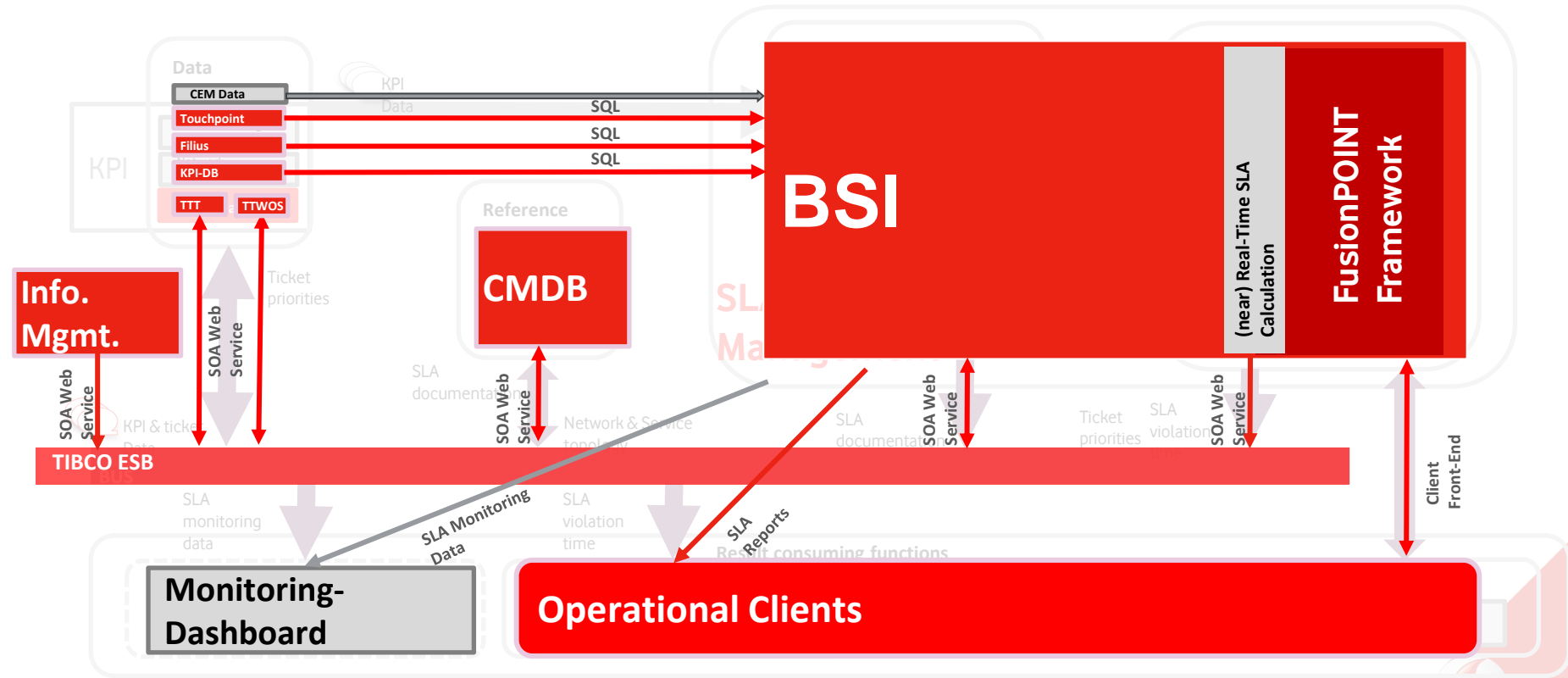
# SLA Management Architecture – High Level Data Flow



# SLA Management Architecture – Functional Blocks

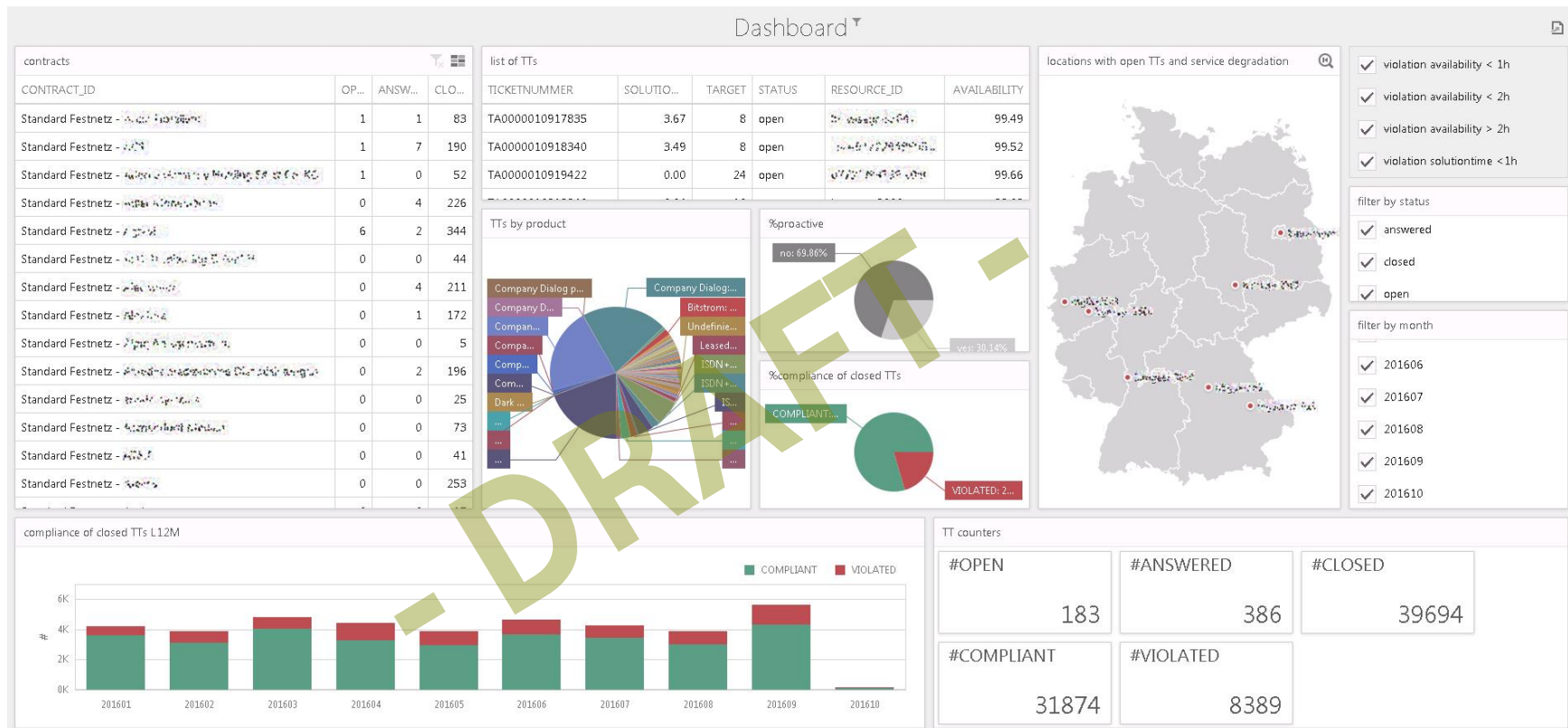


## SLA Management Architecture – System Mapping



-  existing functions
  existing data flow
-  planned functions
  new/changing data flow

# Cockpit Layout – Enterprise View (internal)





# Cockpit Layout – Enterprise View (external)

## Technical Enterprise Dashboard

Herzlich Willkommen user7



Incident Management

Problem Management

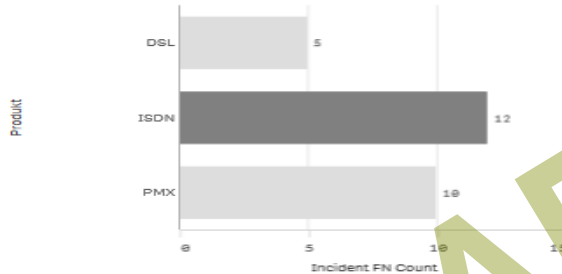
Change Management

Kommunikation

## Tickets Festnetz

Alle Filter zurücksetzen

### Offene Tickets nach Produkt



### Offene Tickets nach Standort



Ticketnummer	Störungsbeginn	Status	Problembeschreibung	Ort	Stördauer (h)	SLA (h)
TA0030653124	11	geschlossen	Verbindungs Aufbau ankommend	Frankfurt (Oder)	0,82	8
TA0030639189	14	gelöst	Verbindungsqualität abgehend/ankommend	Hamburg	2,48	10
TA0030602094	11	geschlossen	Verbindungsqualität	Stedtoldendorf	0,00	10
TA0030598257	11	gelöst	Verbindungsqualität	Mutterstadt	0,03	10
TA0030638967	11	inArbeit	Verbindungsqualität abgehend/ankommend	Frechen	0,56	10
TA0030639195	11	inArbeit	Verbindungsqualität abgehend/ankommend	Bruchsal	0,01	10
TA0030596715	01	geschlossen	Abbrüche	Zirchow	1,70	12
TA0030682425	01	inArbeit	Anschlussausfall	Ganderkesee	0,00	6
TA0030574092	01	geschlossen	Dienstausfall komplett	Hamburg	0,53	8
TA0030673977	01	inArbeit	Dienstausfall komplett	München	7,71	12





**Thank you**