

OLA Research – for starters...

OLA Definition:

OLA (operating level agreement) defines the interdependent relationships among the internal support groups working to support a Service Level Agreement. The agreement describes the responsibilities of each internal support group toward other support groups, including the process and timeframe for delivery of their services. The objective of the OLA is to present a clear, concise and measurable description of the service provider's internal support relationships.

OLA is sometimes also referred to as an Organisational Level Agreement, though it has the same meaning as the above.

<http://globalsourcing.infosys.com/white-papers/OLA-Paper.pdf> - OMG! You gotta LOVE the web!

[http://www.it.utah.edu/services/helpDesk/sla/sla\\_noc.html](http://www.it.utah.edu/services/helpDesk/sla/sla_noc.html)

This is an OLA embedded in the SLA, I think...

<http://ls.berkeley.edu/lscr/rates/sla/unix.php>

Again, this is an OLA embedded in the SLA, I think. Requesting service and Response time depict the definition of an OLA.

<http://daf.csulb.edu/offices/its/sla.html>

Again, this is an OLA embedded in the SLA...I think. From the section called "Assumptions" on seems to be very OLA-ish as well.

<http://www.oit.duke.edu/oit/sla/index.html> click on OLA template and OLA Appendix which is a flowchart template

[www.state.ak.us/local/akpages/ADMIN/info/operations/ETS-OLA-Template.doc](http://www.state.ak.us/local/akpages/ADMIN/info/operations/ETS-OLA-Template.doc)

<http://www.itsmsolutions.com/newsletters/DITYvol2iss14.htm>

This is a nice article that talks about successful ITIL adoption and implementing OLAs. Also is a link to 5 steps to transparent metrics.

<http://www.itsmsolutions.com/newsletters/DITYvol2iss14.htm> - the template from the previous article

<http://www.ndma.com/resources/ndm14413.htm>

This article supports our mission.

<http://www.adm.monash.edu.au/cheq/support-services/>

This is not titled OLA but quacks and walks like one...

<http://www.infosys.com/technology/operational-level-agreements.pdf>

This is another white-paper (the guy is RABID!) on OLAs but gets into measurement and report which will be pertinent in two meetings!

ITS's initial stab at an OLA. I attached it to this document and the location on-line is: projects on nas1 > Support Center Project

## **1.1 Operating Level Agreement for ITS Service Providers**

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### **1. Term of Agreement**

This is an Operating Level Agreement (OLA) between IT service provider units in the Information Technology Services Division (ITS). This OLA covers the period from May 1, 2006 to Aug 31, 2006. This agreement will be reviewed and revised at the end of this period.

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### **2. IT Service Providers**

The following list of IT service providers are bound to the terms of this OLA. The primary contact is the accountable person for ensuring OLA compliance.

<b>Service Provider</b>	<b>Manager / Primary Contact</b>
Networking	Richard Chew
Support Center – Faculty	Linda Rosewood
Support Center – Staff	Vicki Davis
Support Center - Students	Carla Rounds

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### **3. Roles and Responsibilities**

IT service delivery is often the result of multiple ITS service providers working in concert and as one coordinated unit to deliver service effectively and efficiently to customers. Service providers will support each other for the benefit of the customer.

- Follow standard procedures
- Honor request prioritization and respond appropriately
- Meet request handing goals detailed in section 6

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### **4. Availability / Hours of Operation**

<b>Service Provider</b>	<b>Availability</b>	<b>Hours of Operation</b>
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Service Provider	Availability (internal)	Hours of Operation (to customers)
Networking		
Support Center	Monday-Friday 8am – 5pm	Monday-Friday 8am – 5pm

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## 5. Support Process – Incident Management and Service Requests

ITS service providers will use the standard ITS incident handling process which includes the use of the IT Request system for input and tracking of all IT service requests. See chart in Appendix X.

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## 6. Request Handling Goals

Priority	Initial Status	Ongoing Status	Escalation
Normal	2 hours	As needed	Need to discuss
High	30 minutes	As needed	Need to discuss

Response times listed are in business hours

Initial Status: Ticket assignee enters note in IT Request that describes the current status of the request.

Initial status note should include estimated time of next status note

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## 7. Prioritization

The support center will prioritize incoming requests as “high” priority if the request meets any one of the following criteria:

- 7.1 Significant number of people affected.  
Organizational structure is a multiplier for number of people affected.
- 7.2 Percentage of total tasks that can no longer be performed by individuals.
- 7.3 Academic and Administrative Calendar deadlines.
- 7.4 Significant impact on the delivery of instruction.
- 7.5 Significant or lasting impact on student academic performance.
- 7.6 Significant risk to law, rule, or policy compliance.

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## 8. OLA Monitoring and Reporting

How will OLA compliance be tracked?

Who will monitor?

How will out of compliance issues be resolved?