

**ATTACHMENT 1  
SAMPLE SERVICE LEVEL METRICS FOR BASIS SUPPORT**

**The criticality level of the incident**

Level	Status	Description
1	Critical	Critical hardware / software is unavailable; no immediate workaround; users unable to access systems. Assess the problem, provide interim workaround till fixed.
2	High	Critical hardware / software is degrading; users can access systems
3	Medium	Non-critical hardware / software is degrading or down

**Incident and Problem Management Reporting**

All incidents and problems should be reported through one of the following methods:

- ServiceNow self-service portal
- Calling 4-HITS
- Sending an email to HITS Client Services Help Desk (HITSCustomerServiceCenter@houstontx.gov)

If an incident or problem is service impacting and is of a high priority, customers should call 4-HITS. Currently, many high priority incidents are reported via email or by calling a HITS technical support employee directly. Email should never be used to report a high priority incident that has caused an outage or disruption to business operations as there is no guarantee that email will be read immediately upon receipt. All high priority incidents should be reported via 4-HITS in order to ensure the most appropriate and timely response.

The Customer Service Center will assign and monitor all requests to ensure proper notification, escalation and completion.

	AFTER HOURS SUPPORT
Mon – Fri	6.30 PM to 6.30 AM
Saturday	After Hour Support Applies
Sunday	After Hour Support Applies
City Holidays	After Hour Support Applies

After-hours reporting of incidents or problems will follow the same reporting methods as detailed above. The Customer Service Center is monitored 24 hours a day, 7 days a week. After-hours support schedules are updated regularly with named support individuals who are on-call along with contact information and escalation processes.

### **Incident Management Goal and Definition**

The goal of incident management is to restore normal service operation as quickly as possible following an incident, while minimizing impact to business operations and ensuring quality is maintained.

The ServiceNow platform supports the incident management process with the ability to log incidents, classify according to impact and urgency, assign to appropriate groups, escalate and manage through to resolution and reporting. Any user can log in to Service Now to record the incident and track it through the entire incident life cycle until service is restored and the issue has been completely resolved.

### **Prioritization of Incidents and Response Time**

Three metrics are used for determining the order in which incidents are processed:

- Impact: The effect an incident has on business.
- Urgency: The extent to which the incident's resolution can bear delay.
- Priority: How quickly the Customer Service Center should address the incident.

Priority of incidents is dependent upon impact and urgency and is assigned priority as follows:

Application Criticality (Urgency)	Impact (Impact)	Priority (Priority)	Time to Own
Mission Critical (High)	City Wide (High)	Critical	20 minutes
	Department (High)	Critical	20 minutes
	Multiple Users (Medium)	High	30 minutes
	Single User (Low)	Moderate	60 minutes
Entity Essential (Medium)	City Wide (High)	High	30 minutes
	Department (High)	High	30 minutes
	Multiple Users (Medium)	Moderate	60 minutes
	Single User (Low)	Low	4 Hours
Normal (Low)	City Wide (High)	Moderate	60 minutes
	Department (High)	Moderate	60 minutes
	Multiple Users (Medium)	Low	4 Hours
	Single User (Low)	Low	4 Hours

Regardless of how an incident is reported, the initial diagnosis of incidents is largely a human process. The Customer Service Center will look at the information provided and communicate with the customer to diagnose the problem in the incident and then assign to the appropriate team.

ServiceNow has built-in escalation rules which can ensure that incidents are handled speedily. Service Level Agreements monitor the progress of the incident according to defined rules and will escalate if time milestones are not met.

Inactivity Monitors prevent incidents from slipping through the cracks by generating email notification with a pre-configured script indicating that the incident was not addressed appropriately based upon response or update time

## Overview of SAP Modules at the City of Houston

SAP Module Name	Version	Component	Modules	In use
<b>Business Suite -ECC</b>	6.0 Ehp 6 SP7	Accounting	Financial Accounting	Yes
			Controlling	
			Asset Management	
			Project Systems	
			Plant Maintenance	No
			Funds Management	Yes
			Grants Management	
	6.0 Ehp 6 SP7	Logistics	Materials Management	Yes
			Inventory Management	
			Production Planning	No
			Sales & Distribution	Yes
		HCM	Personnel Administration	Yes
			Organizational Management	
			Benefits	
			Payroll	
			Time Management	
			Performance Management	No
			Compensation Management	
			Learning Management	
			Travel Management	
<b>Employee Self Service</b>	HR Renewal FP 4			Yes
<b>Manager Self Service</b>	HR Renewal FP 4			Implementation in Progress
<b>SAP Strategy Management</b>	10.1 SP 7SQL			Yes
<b>SAP Business Objects</b>				Yes

<b>SAP Business Warehouse</b>				To be implemented in June/July 2016
<b>Position Budgeting and Control</b>				Yes
<b>Public Budget Formulation</b>				No
<b>Supplier Relationship Management</b>				No