Proposal for Vendor SLA Credit Reporting

By Pamela Glass

Introduction

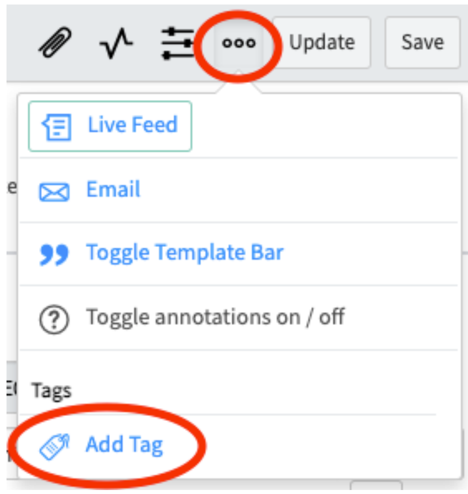
Business Operations has been tasked with monitoring SLA Credits from vendors on outage-related tickets. Currently the process for monitoring those credits is entirely manual and requires an individual from Customer Operations to maintain written lists of outage tickets. This is cumbersome and has led to several SLA Credits being missed. As such, Business Operations has gathered ideas for process improvements that will make reporting more accurate, efficient, and accessible.

Recommended Support Team Process

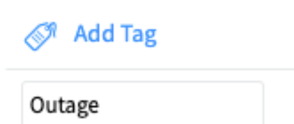
The support team will need to slightly alter its process in order to make reporting on Outages easier for all departments. Most of these processes are already available but have not yet been utilized by the Support Teams. The process would look like this:

1) Categorize outage tickets using Category: *Incident*, Subcategory: *Circuit* or *Network*
    a. Single-customer outages:
        i. When an outage is affecting only one customer, the Parent CASE will be listed under the Customer's name.
        ii. All communications to and from the vendor will be sent from a Child CASE opened under INAP.
        iii. All updates sent to INAP from Vendors or Customers that cause a new ticket to be created will be manually attached to the Parent CASE. This includes RFOs sent after the CASE is resolved.
    b. Multiple-customer outages:
        i. When an outage affects multiple customers, the Parent CASE will be listed under Customer: INAP.
        ii. All communications to and from individual customers will be put into a Child CASE that is assigned to the individual Customer with whom INAP is communicating.
        iii. Any updates sent to INAP from Vendors or Customers that cause a new ticket to be created will be manually attached to the Parent CASE. This includes RFOs sent after the CASE is resolved.
2) Add an Outage Tag to the Parent CASE and any customer-facing Child CASEs.

a. From inside the CASE, click the ellipses at the top of the ticket page, then choose Add Tags from the drop-down.



b. In the box that appears below the Add Tag option, type in the tag you wish to use and hit Enter.



Note: Once you've used a tag once, when you start typing, it will show a list of tags that look similar so you can choose the right one.

3) Once the outage is resolved, choose the appropriate Resolution Code. The Resolution Code "Solved - Partner" will be used when troubleshooting was done by a vendor and the root cause was found to be on the vendor's side. This resolution code can be used for all Child tickets related to a vendor-caused outage on a Parent ticket.
4) After an outage has ended, support will request an RFO for every vendor-related outage.
5) Once the RFO document is received, it will be attached to the Parent CASE as its own document, not just as a Child CASE even if the Parent CASE has been resolved.

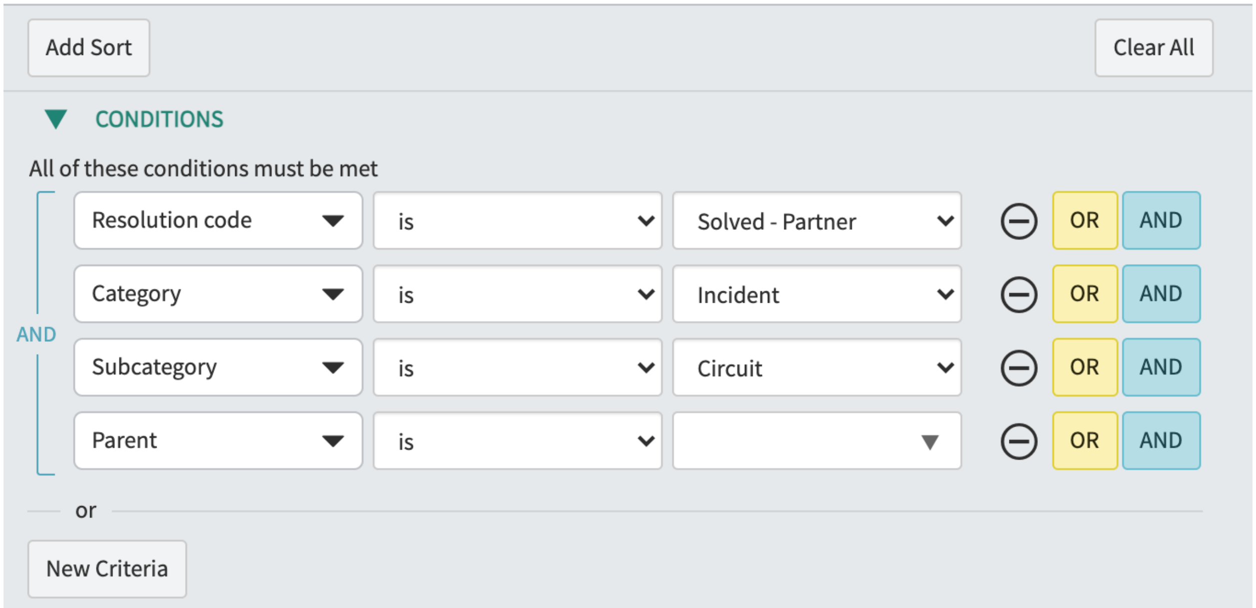
Quality Assurance. Going forward, we suggest that a dashboard be created to periodically check which Categories and Subcategories are being used for Resolution Codes. For example, a CASE with Category: Request, Subcategory: Access, should not have a Resolution Code of "Solved - Partner." [Redacted] will set up this dashboard for monitoring and help the Support Teams maintain complete and accurate CASE data.

SLA Outage Report in ServiceNOW

Once the Support Teams are following the above procedures, tickets that may be eligible for SLA Credits should be easily gathered by running a CASE report in ServiceNOW with the following parameters:

Resolution code IS Solved - Partner AND

Category IS Incident AND
Subcategory IS Circuit (can list others if needed) AND
Parent IS (empty)



This report will gather only Parent tickets that are listed as Solved - Partner and should generally filter out any extraneous updates from vendors and customer so long as those updates are attached to the Parent ticket as Child tickets by the support teams.

I have put together a version of this report for CASEs. However, because the NOC does not currently use Parent/Child CASEs, and some resolutions codes have been used incorrectly, I also had to add several filters to remove automated emails from our vendors to the NOC in order to pare down the results to something more manageable.

You can see it here: [Redacted link]

SLA Outage Durations

Durations should be gatherable via RFOs that are attached to the Parent CASE once the CASE is resolved. Alternately, we could add a process to have the Support Teams list the full outage time in the Root Cause or Resolution Notes fields prior to resolving the CASE. These options will need to be further flushed out with [Redacted] in the [Redacted] department.

Conclusion

With a few small adjustments to existing processes, INAP Technical Support can make reporting Outages caused by Vendors easily accessible for reporting. Better reporting will cause fewer SLA Credits to be missed and decrease losses caused by outages.