

SiteAudit Service Level Agreement (SLA) Tracking

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SiteAudit v3.0 offers the capability to create a Service Level Agreement (SLA), assign it to one or more printers, and track the results in a new view called SLA Analysis. SLA alert thresholds notify service providers and/or administrators when compliance targets are exceeded.

Feature Overview

The central purpose of creating Service Level Agreements is to define and measure service performance. Performance is often measured in response time (hours and minutes to fix the problem) and uptime (percentage of the printer's availability during the SLA coverage).

SiteAudit v3.0 provides the following functionality:

1- SLA Setup

- Create an SLA calendar that specifies work hours, work days, time zone and holidays
- Create and name SLA, apply a calendar and time period to SLA
- Define the SLA by error description, severity level, and service training level
- Assign or remove SLA(s) to one or more printers

2- SLA Analysis view

- View shows performance metrics, Uptime %, Downtime Hours, and In-Time Incidents
- Group and filter metrics to view which printers achieve 95% Uptime & lowest Downtime
- Create custom SLA reports or schedule the standard SLA report for review
- View Response-time by incident in the Incident History view

3- SLA Notifications

- Setup an SLA threshold based on Uptime, Agreement Name or specific IP address
- Configure a notification rule to alert when threshold has been met or exceeded
- Alert service providers when respond-time falls below a certain time limit

The screenshot displays the 'SLA Analysis' window in Netaphor SiteAudit. The window shows a tree view on the left with a selected printer, and a main table on the right. The table has columns for Manufacturer, Model, IP Address, Agreement Name, Uptime, Downtime, In-Time Incidents, and Out-Time Incidents. The data is grouped by manufacturer (Hewlett-Packard and Konica Minolta) and then by floor. Summary rows at the bottom of each group show average uptime and total downtime/uptime.

Manufacturer	Model	IP Address	Agreement Name	Uptime	Downtime	In-Time Incidents	Out-Time Incidents
Manufacturer: Hewlett-Packard							
hp LaserJet 4250	hp LaserJet 4250	192.168.19.25	Critical Devices	69.65% ¹	269:47	51	51
hp LaserJet 1320 series	hp LaserJet 1320 series	192.168.20.22	Production Printers	82.26% ²	157:48	37	37
hp LaserJet 4200	hp LaserJet 4200	192.168.26.23	Critical Devices	75.05% ³	221:48	683	777
hp LaserJet 4200	hp LaserJet 4200	192.168.36.25	Critical Devices	91.85% ⁴	72:30	40	41
hp LaserJet 4200	hp LaserJet 4200	192.168.72.23	Critical Devices	69.65% ⁵	269:47	138	150
hp LaserJet 4250	hp LaserJet 4250	192.168.72.24	Critical Devices	86.90% ⁶	117:15	65	35
hp LaserJet 4100 Series	hp LaserJet 4100 Series	192.168.113.12	Critical Devices	69.66% ⁷	269:23	511	533
hp LaserJet 4250	hp LaserJet 4250	192.168.115.26	Critical Devices	75.83% ⁸	214:58	65	69
				AVG=77.601%	SUM=1191:17	SUM=1694	
Manufacturer: Konica Minolta							
KONICA MINOLTA	KONICA MINOLTA	192.168.2.20	Konica Minolta	81.33% ⁹	163:63	23	24
KONICA MINOLTA	KONICA MINOLTA	192.168.8.20	Konica Minolta	93.23% ¹⁰	66:42	17	20
7272	7272	192.168.28.19	Konica Minolta	89.73% ¹¹	91:35	2	2
7145	7145	192.168.101.21	Konica Minolta	93.42% ¹²	58:43	13	19
KONICA MINOLTA	KONICA MINOLTA	192.168.111.20	Konica Minolta	92.07% ¹³	70:37	21	29
KONICA MINOLTA	KONICA MINOLTA	192.168.112.28	Konica Minolta	90.40% ¹⁴	85:20	4	4
7145	7145	192.168.112.31	Konica Minolta	85.81% ¹⁵	125:07	33	34
KONICA MINOLTA	KONICA MINOLTA	192.168.113.99	Konica Minolta	76.97% ¹⁶	204:22	11	13
7145	7145	192.168.115.19	Konica Minolta	92.44% ¹⁷	67:10	21	24
				AVG=88.325%	SUM=932:88	SUM=145	
				AVG=83.278%	SUM=2324:05	SUM=1839	

SLA Configuration Steps

Before creating an SLA, determine the conditions for which the SLA will be measured. A good place to start is to review the Problem Analysis and/or Incident History views. Filtering on these views will help to identify service problems in the fleet. For example, sort by Downtime in the Problem Analysis view and identify where downtime is the highest. Go to the Incident History view to drill down to specific incidents that contribute to downtime. Filter on Critical incidents over 4 hours in duration as an example. Lastly, identify what conditions are supported by the SLA. Service providers can identify which incidents are supported, for example supplies and maintenance.

Step 1: Configure Work Hours Calendar(s)

Select the **Setup > Work Hours Calendar** menu item to open the Work Hours Calendars dialog

Configure:

- Calendar Name
- Time Zone
- Working Schedule
- Holidays

Calendar Name	Time Zone
East Coast	(GMT-05:00) Eastern Time (US & Canada)

Day	Start	End
<input checked="" type="checkbox"/> Monday	6:00 AM	5:00 PM
<input checked="" type="checkbox"/> Tuesday	8:00 AM	7:00 PM
<input checked="" type="checkbox"/> Wednesday	8:00 AM	4:30 PM
<input checked="" type="checkbox"/> Thursday	6:00 AM	5:00 PM
<input checked="" type="checkbox"/> Friday	6:00 AM	7:00 PM
<input checked="" type="checkbox"/> Saturday	8:00 AM	12:00 PM
<input type="checkbox"/> Sunday	8:00 AM	5:00 PM

Date	Annual	Description
September 07	<input checked="" type="checkbox"/>	Labor Day
December 25	<input checked="" type="checkbox"/>	Christmas

Click the **Add** button beneath the Work hours calendars form to create a new work calendar. Specify a name for the calendar and choose the time zone associated with the Calendar. Only one time zone can be associated with a calendar. Multiple calendars can be created but the names must be unique. In Step 2, Create the Service Level Agreement, the Calendar can be associated with a Service Level Agreement.

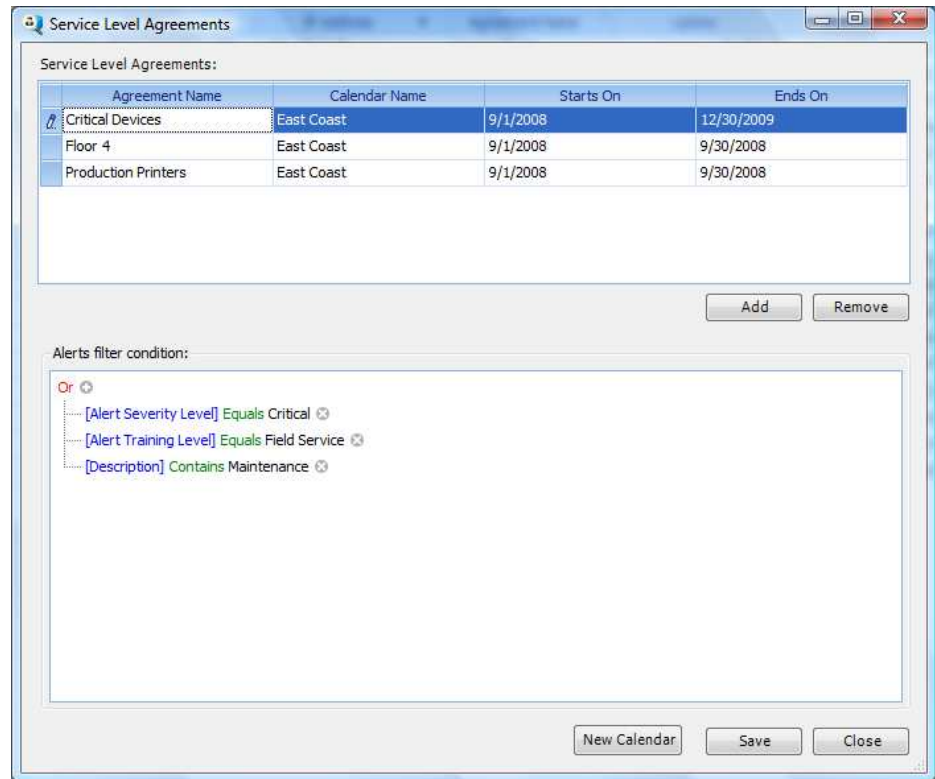
Specify the work days, hours, and holidays from the Working Schedule. Typically the SLAs are valid during business hours but may extend to the weekend as well. The SLA will not be in effect during holidays and time periods outside those specified in the Work Schedule.

Step 2: Create the Service Level Agreement

Click the **Setup > Service Level Agreement** menu item to open the Service Level Agreement dialog

Configure:

- Agreement Name
- Select Calendar
- SLA Period
- SLA Conditions



Click the **Add** button to create a Service Level Agreement. Multiple SLA(s) can be created but each must have a unique name. Enter the SLA name in the Agreement Name column. Associate a Work Hours Calendar to the SLA by selecting a calendar from the Calendar Name column, then specify the start and end date when the SLA is in effect.

Finally, define the conditions of the Agreement in the **Alerts filter condition**. The filter conditions available include:

- Alert Severity Level
- Alert Training Level
- Description

The following example shows the conditions for critical toner and jam incidents:

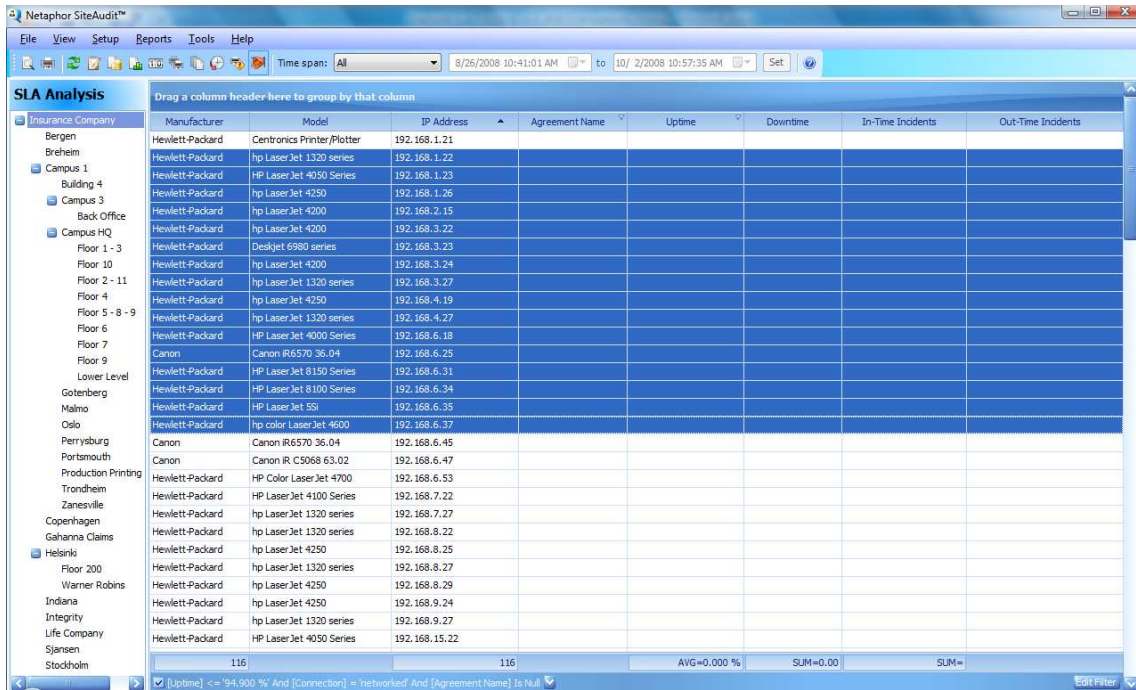
And

- [Alert Severity Level] Equals Critical
- Or
 - [Description] Contains Jams
 - [Description] Contains Toner

Step 3: Assigning SLAs to Printers

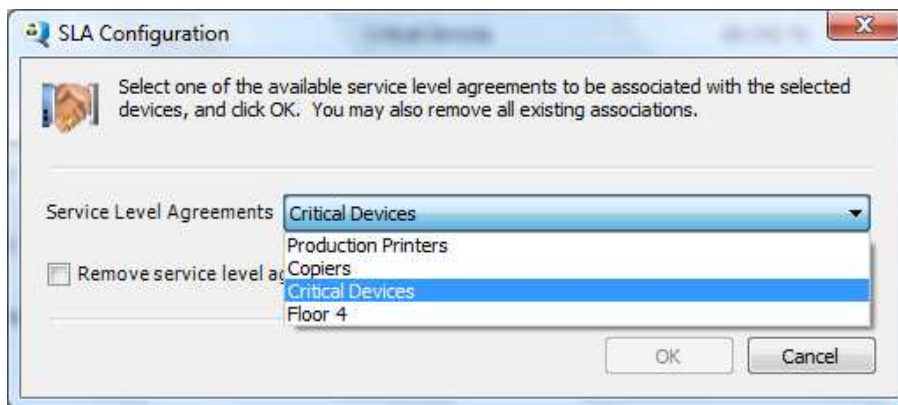
Once a Service Level Agreement has been created, it can be applied to one or more devices in two ways. The first is to select one or more devices from a SiteAudit view and then choose the **Setup > SLA Configuration...** menu item. Alternatively, one can select SLA Configuration... from the right-click context menu.

Highlight one or more networked printers that will be assigned an SLA.



Select the **Setup > Service Level Configuration** menu item to launch the SLA Configuration dialog

Select the SLA to apply to the printers.

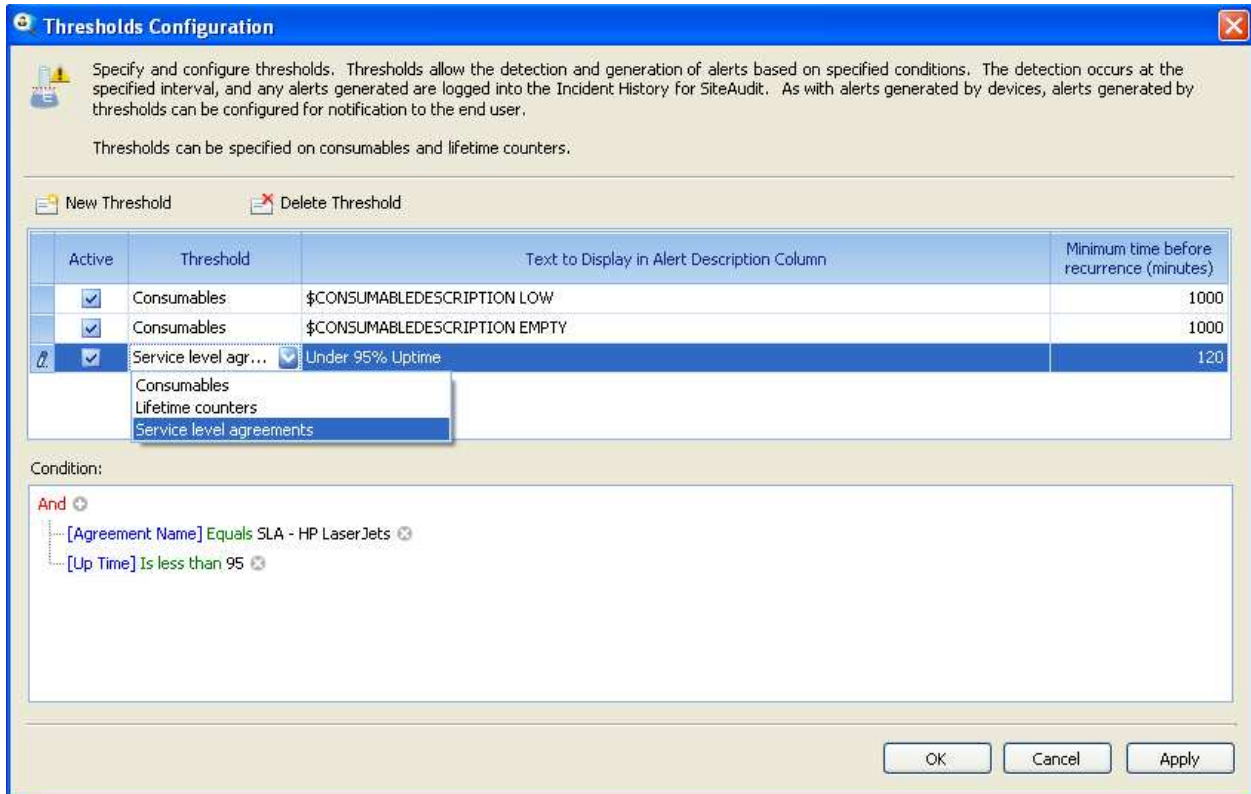


SLA Thresholds

In SiteAudit v3.0, a Service Level Agreement threshold has been added to allow users to be notified when an SLA has exceeded the limit of its defined conditions.

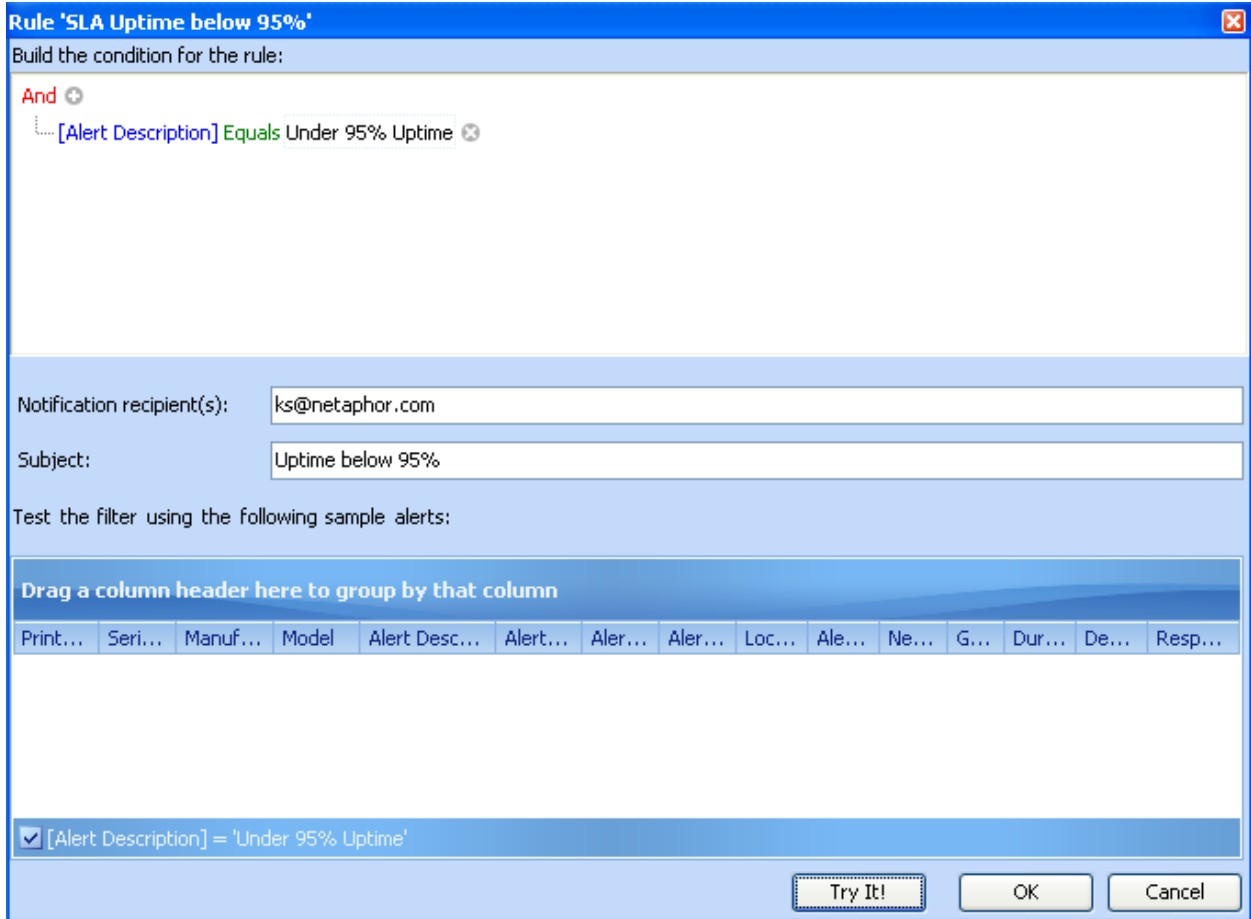
The conditions for an SLA threshold include:

- Agreement Name
- Printer Address
- Up Time



SLA Notifications

A notification can be generated when an SLA threshold condition is true. Simply create a notification rule that uses a Description condition matching the description of the SLA threshold.








Creating Custom SLA Reports

SLA reports help to show service level performance by identifying where better support and response time is needed.

The following procedure explains how to customize SLA reports.

- Open the SiteAudit viewer and select the **SLA Analysis** view
- Select the Edit Filter button and filter the report as desired. For example, the following filter will display all Ricoh printers that have an uptime that is less than 95%

And 
 [Uptime] Is less than 95.000 %  
 [Manufacturer] Equals Ricoh  

- Once the view is configured as desired, select **Print Preview...** from the **File** menu
- Customize the report as desired by adding a header, footer, and logos
- Choose the report file format and export the report or email it to desired recipients

The following is a sample SLA report

Fleet Management Report					
Uptime Below 95%					
September 2008					
Model	Agreement Name	IP Address	Uptime	Downtime	Incidents
Manufacturer: Hewlett-Packard					
hp LaserJet 4250	Critical Devices	192.168.72.24	89.168 %	96.18	33
hp LaserJet 1320 series	Production Printers	192.168.20.22	82.643 %	154.13	36
hp LaserJet 4250	Critical Devices	192.168.115.26	76.989 %	204.33	28
hp LaserJet 4200	Critical Devices	192.168.29.23	76.286 %	210.58	636
hp LaserJet 4250	Critical Devices	192.168.72.23	72.748 %	242.00	96
hp LaserJet 4250	Critical Devices	192.168.19.25	72.747 %	242.00	14
HP LaserJet 4100 Series	Critical Devices	192.168.115.23	72.747 %	242.00	583
7			AVG=77.618 %	SUM=1391.23	SUM=1426
Manufacturer: Konica Minolta					
7145	Critical Devices	192.168.115.19	94.336 %	50.30	15
KONICA MINOLTA bizhub C550	Production Printers	192.168.111.20	93.168 %	60.67	14
7272	Critical Devices	192.168.28.19	90.107 %	87.85	2
KONICA MINOLTA bizhub C450	Critical Devices	192.168.75.20	89.259 %	95.38	160
KONICA MINOLTA 200	Critical Devices	192.168.112.99	77.858 %	196.42	44
5			AVG=88.946 %	SUM=490.67	SUM=235

Scheduling SLA Reports

An SLA report can be scheduled for periodic delivery to specified recipients and archived to a chosen location. Use the SiteAudit Report Wizard to create the command required to generate, email, and archive the scheduled report.

To schedule an SLA report, follow the procedure below.

- Select **Scheduled Reports > Report Wizard...** from the **Tools** menu.
- Choose the Service Level Agreement report and follow the remaining instructions in the wizard

By default, scheduled reports are delivered as XML documents. Sample XSL style sheets are included in the installation of SiteAudit that can be used to convert the XML document into an HTML document. Users are free to create or modify the existing sample style sheet in order to display the report content as desired and to convert the XML document into a desirable format. Note that it is not possible to generate Excel or PDF formats using style sheet conversions.

