



ICAO

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The Six Meeting of System Wide Information Management Task Force (SWIM TF/6)

Video Tele-conference, 17 – 20 May 2022

Agenda Item 4: Updates on the assigned tasks by task leads/contributors including progress report and issues

d) Governance

**APAC SWIM SERVICE LEVEL AGREEMENT (SLA):
INTRODUCTION**

(Presented by Task 5, Governance)

SUMMARY

This Working Paper introduces the general Service Level Agreement (SLA) template intended for use as the basis for negotiating SLAs between APAC SWIM service providers and consumers.

The SLA template referenced in this working paper is managed by the APAC SWIM Governance group.

1. INTRODUCTION

- 1.1 SWIM initiatives worldwide have resulted in the emergence of new collaborative and interactive models and created a need for new approaches to service management. A growing number of organizations integrate SWIM-enabled services into their business processes and technological solutions. As a result, SWIM users demand reliable guarantees in service provisioning and qualities of service.
- 1.2 Any instance in which a SWIM service fails to meet consumer expectations poses a significant risk of adversely affecting consumer processes and operations, compromising consumer experience, and damaging the reputation of a SWIM program.
- 1.3 Common causes of a disconnect between consumer expectations and actual service offerings often include:
 - 1.3.1 Lack of shared understanding of the conditions under which the service performs,
 - 1.3.2 Absence of a documented agreement that defines the service level targets and responsibilities for consumers and providers,
 - 1.3.3 Non-existence of a standard methodology for measuring service levels,
 - 1.3.4 Insufficient or limited monitoring of service performance.

- 1.4 Previous discussions within APAC SWIM [2], [6], as well as many works in industry [3], [4], [5] have demonstrated that the answers to most of these challenges can be found in implementing a Service Level Agreements (SLA).
- 1.5 The SLA template (hereinafter referred to as Template) presented in this paper should be considered as a baseline SLA to be modified by APAC SWIM service providers and consumers. It is expected that users will extend the Template as required to fit their specific organizational and technological needs.
- 1.6 It is already foreseen that the SLA Template will be revised once per year following feedback from the APAC SWIM practitioners.

2. DISCUSSION

2.1 Basic Concepts

- 2.1.1 *Service Level Agreement (SLA)* – a documented agreement between a service provider and consumer that identifies services and their agreed performance [1].
- 2.1.2 *Service provision* – activities performed by an organization to provide services. It includes managing the provider's resources, configuring the service for delivery, ensuring access to these resources for users, and fulfilling the agreed-upon service actions.
- 2.1.3 *Service level* – one or more metrics that define expected or achieved service quality [3].
- 2.1.4 *Service Provider* – an organizational entity responsible for provisioning the service for a Service Consumer.
- 2.1.5 *Service Consumer* – an organizational entity that uses the service and maintains a business relationship with the Service Provider.

2.2 Purpose

- 2.2.1 The purpose of the Template is to bring together all information elements necessary for preparing and negotiating an SLA between a service provider and a consumer.

2.3 Goal

- 2.3.1 The goal of the Template is to provide a uniform and standardized format for an APAC SLA document.

2.4 Objectives

- 2.4.1. The following objectives prompted the development of the Template:
 - 2.4.1.1. To identify and describe the provisioned service, including its objectives and conditions under which it is delivered;
 - 2.4.1.2. To describe terms and conditions for effectuation, renewal, modification, and termination of the SLA;
 - 2.4.1.3. To identify all parties involved in the SLA, including respective points of contact;

2.4.1.4.To specify measurable service levels that a service provider commits to deliver, while ensuring that the levels must be relevant to the adequate consumer needs;

2.4.1.5.To describe actions to be taken in the event of service outages, corresponding responses, and expected repair times;

2.4.1.6.To state policies to which both sides are expected to adhere.

3. ACTIONS BY THE MEETING

3.1. The meeting is invited to:

3.1.1. Note the contents of this working paper;

3.1.2. Provide feedback on the proposed approach;

3.1.3. Advise on the way forward, and in particular set priorities for future developments and implementers of APAC SWIM SLA.

4. REFERENCES

- [1] ISO 20000-1 2011; Information technology - Service management - Part 10: Concepts and vocabulary; 2018-09
- [2] WP-11, Service Level Agreement in The Context of APAC SWIM: Introduction; The Fifth Meeting of ICAO APAC SWIM Task Force (SWIM TF/5); 9 – 11 August 2021
- [3] IT Infrastructure Library (ITIL) Foundation, 4 Edition; AXELOS Limited; 2019
- [4] Service Level Agreements in Service-Oriented Architecture Environments; Software Engineering Institute, Software Architecture Technology Initiative Integration of Software-Intensive Systems, Carnegie Mellon University; September 2008
- [5] DNA1.2.3 - Service Level Agreement Template - Rev. 2; European Middleware Initiative; April 4, 2012
- [6] Instituting SLAs in the Context of ICAO APAC SWIM: Initial Considerations; ICAO APAC SWIM Task Leads Meeting, Mark Kaplun (FAA); January 23rd, 2022