PinkVERIFY™ 2011 ITSM Tool Assessment Criteria

Service Level Management

Purpose: "…[E]nsure that all current and planned IT services are delivered to agreed achievable targets."
(SD 4.3.1)
Activities: Negotiating, agreeing, monitoring, reporting on and reviewing IT service targets and achievements, and instigating actions to correct or improve the level of service delivered. (SD 4.3.1)

General Platform Criteria Assessment Questions

PinkVERIFY # ISS #	General Platform Criterion Assessment Question
Vendor Response: (cell expands to accommodate response)	
SLM-11-G-001 N/A	Does the tool use ITIL® 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations?
Comment:	
SLM-11-G-002 N/A	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role?
Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).	
SLM-11-G-003 N/A	Does the tool support designating fields as mandatory?
Provide an overview:	
SLM-11-G-004 8.21	Service Reports Can the tool produce reports from data fields 'out of the box' without additional products or consultancy services? Report production is a significant part of SLM and reporting should be a strong feature.
Provide an overview:	
SLM-11-G-005 N/A	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	
SLM-11-G-006 N/A	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities.
Describe:	
SLM-11-G-007 N/A	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	
SLM-11-G-008 N/A	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	

Service Level Management

Core Criteria Assessment Questions

PinkVERIFY # ISS #	Core Criterion Assessment Question
Vendor Response: (cell expands to accommodate response)	
SLM-11-C-001 8.1	List of Services Does the tool accommodate a list of live services? Just about every other aspect of SLM would require this information.
Describe (can include screenshots):	
SLM-11-C-002 8.2	Service Hours Does the tool accommodate the setting of agreed service hours?
Describe (can include screenshots):	
SLM-11-C-003 8.7	Service Level Targets Does the tool accommodate SLTs?
Describe (can include screenshots):	
SLM-11-C-004 8.5	Create SLR Record Does the tool allow a record to be raised for each service level requirement? This would give visibility that an SLR is work in progress.
Describe (can include screenshots):	
SLM-11-C-005 8.6	Create SLA Record Does the tool enable the creation of an SLA record? This may be from an existing SLR.
Describe (can include screenshots):	
SLM-11-C-006 8.8	Common SLA Fields Does the tool accommodate details of SLA content, including agreement date, scope, contacts and targets?
Describe (can include screenshots):	
SLM-11-C-007 8.9	Create OLA Record Does the tool accommodate details of operational level agreements?
Describe (can include screenshots):	
SLM-11-C-008 8.10	Create UC Record Does the tool accommodate details of underpinning contracts?
Describe (can include screenshots):	
SLM-11-C-009 8.11	Update All Records Does the tool allow SLR, SLA, OLA and UC records to be updated?
Describe (can include screenshots):	

PinkVERIFY # ISS #	Core Criterion Assessment Question
Vendor Response: (cell expands to accommodate response)	
SLM-11-C-010 N/A	Does the tool support the monitoring of Operational Level Agreement and Supplier performance metrics?
Describe (can include screenshots):	
SLM-11-C-011 8.23	Service Reviews Does the tool have an indicator that service reviews have been carried out with customers and suppliers?
Describe (can include screenshots):	
SLM-11-C-012 8.19	Agreements in Place Does the tool show where SLAs, OLAs and underpinning contracts are in place (or not) for any given service?
Describe (can include screenshots):	
SLM-11-C-013 8.12	SLA Monitoring Chart Can the tool produce a SLAM chart to monitor service achievements against service level agreements? This may require input data from other systems or processes to be possible.
Describe (can include screenshots):	
SLM-11-C-014 N/A	Does the tool facilitate the production of real time performance dashboards related to service and process metrics?
Describe (can include screenshots):	
SLM-11-C-015 N/A	Does the tool automate service availability and performance threshold monitoring against defined Service Level Agreements?
Describe (can include screenshots):	
SLM-11-C-016 8.15	Customer Satisfaction Does the tool support the collection of customer satisfaction data?
Describe (can include screenshots):	
SLM-11-C-017 8.16	Complaints and Compliments Does the tool provide the means to capture/log complaints and compliments?
Describe (can include screenshots):	
SLM-11-C-018 8.14	Create SIP Does the tool assist with the creation of a service improvement plan, and linkage to the CSI register for prioritization, review, and tracking?
Describe (can include screenshots):	

PinkVERIFY # ISS #	Core Criterion Assessment Question
Vendor Response: (cell expands to accommodate response)	
SLM-11-C-019 8.13	Create SQP Does the tool assist with the creation of a service quality plan?
Describe (can include screenshots):	
SLM-11-C-020 8.18	Customer-based SLAs Can the tool show where many services are used by one customer?
Describe (can include screenshots):	
SLM-11-C-021 8.17	Service-based SLAs Can the tool show where many customers use one service?
Describe (can include screenshots):	
SLM-11-C-022 8.22	Management Reports Can the tool produce KPI performance reports 'out of the box' without additional products or consultancy services? Report production is a significant part of SLM and reporting should be a strong feature.
Describe (can include screenshots):	

Integration Criteria Assessment Questions

PinkVERIFY # ISS #	Integration Criterion Assessment Question
Vendor Response: (cell expands to accommodate response)	
SLM-11-I-001 8.20	Escalations Can the tool accept escalation definitions that can define how incidents and problems are escalated?
Describe (can include screenshots):	
SLM-11-I-002 N/A	Does the tool support the management of the Service Portfolio by tracking and reporting on service attributes and levels published in the Service Catalog?
Describe (can include screenshots):	
SLM-11-I-003 N/A	Does the tool integrate with Change Management to provide access to Service Level Agreement details, implementation windows, change blackout periods, and availability requirements.
Describe (can include screenshots):	
SLM-11-I-004 N/A	Does the tool facilitate the linkage of unique service levels to people records or Configuration Item Records?
Describe (can include screenshots):	
SLM-11-I-005 N/A	Does the tool facilitate integration with Event Management and monitoring tools to enable triggering of service support related actions based on established thresholds?
Describe (can include screenshots):	
SLM-11-I-006 8.3	List of Service Providers Does the tool accommodate service provider information (internal and/or external)?
Describe (can include screenshots):	
SLM-11-I-007 8.4	List of Customers Does the tool accommodate customer details? Contacts and location details would be required as a minimum.
Describe (can include screenshots):	
SLM-11-I-008 8.24	Service Design Package (SDP) Does the tool assist with linkage of SLAs, SLRs & service packages to the SDP?
Describe (can include screenshots):	