

Enabling IT Transformation to Assure Business Service Reliability

CASE STUDY: OTE SLA MANAGEMENT

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Corporate Customers Fixed Services SLA Management, OTE



Agenda

TRANSFORMING IT

Orchestrating Services

New Technologies and Capabilities

OTE SLA MANAGEMENT

Business Challenge – Goals – Value

OTE's Service Assurance

Key Features

SLA Product Example

Benefits



Transforming IT

IT Performance Management

IT focused view of service performance, reporting and problem resolution.

Service Level Management

Service focused view of performance, reporting and problem resolution.

Business Service Management

Business-focused view of service delivery - SLAs



Business Centric

Service Centric

System Centric

Component Centric

Top-Down



Service Orchestration

Business View




Service Level Agreements

Service Operations Management



Service Modeling, Impact Analysis & Automated Actions

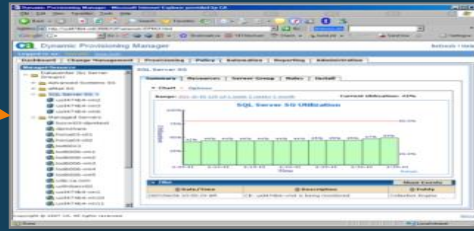
Other Data Sources



SDK Universal

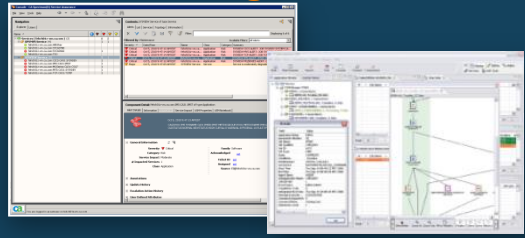
Proprietary IT Tools

Data Center Management



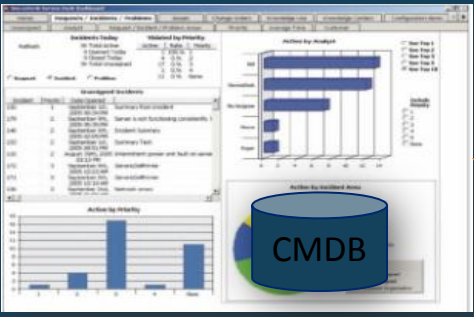
Assets, Energy, Visualization

Scheduling & Workflow Management



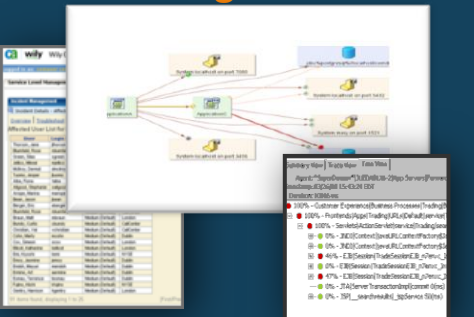
Mainframe Systems, Workload, Provisioning

Service Support



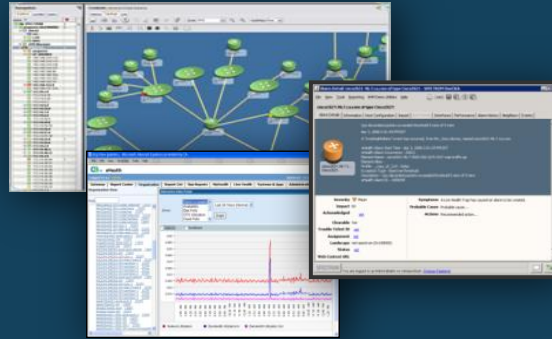
Service Desk, CMDB & SCM

Application Performance Management



Web, Client-Server and TCP Applications

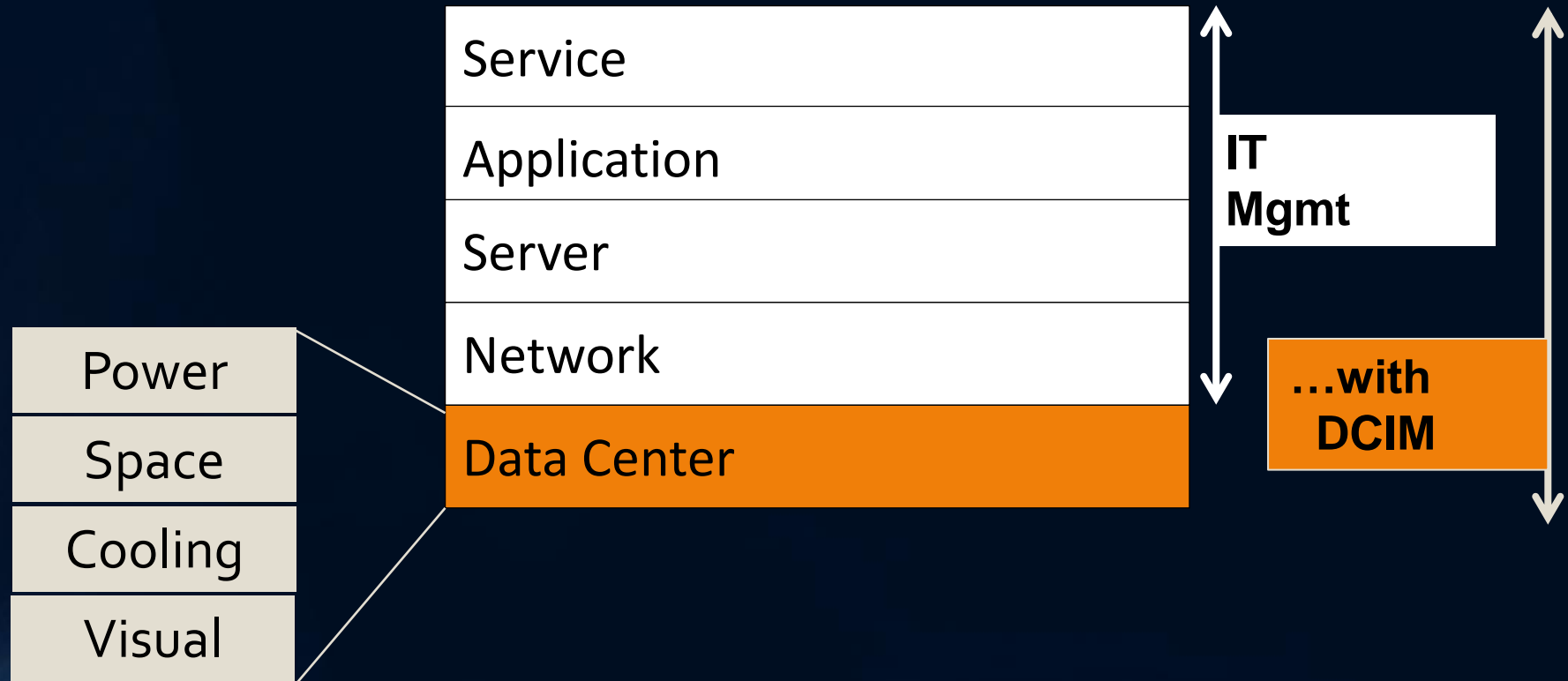
Infrastructure Management



Networks, Systems, Databases

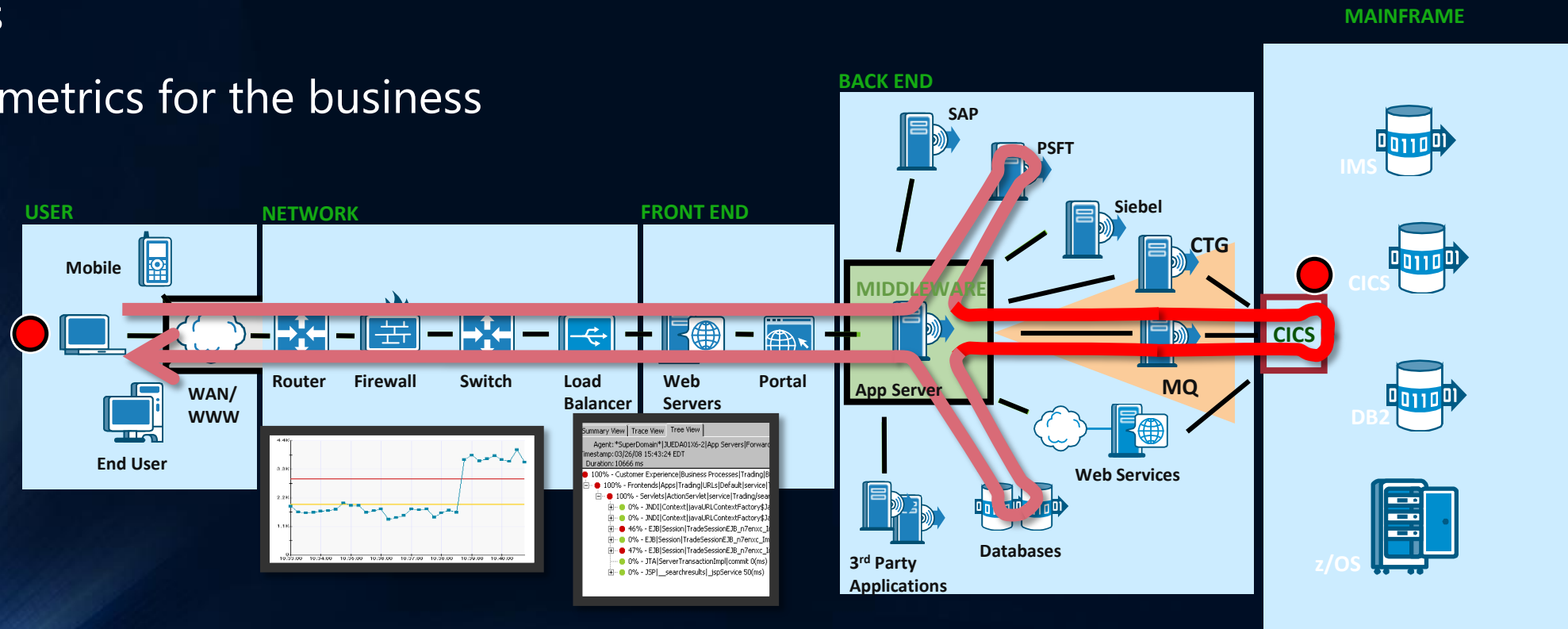
New Technologies & Capabilities

- Extend IT management to the physical Infrastructure



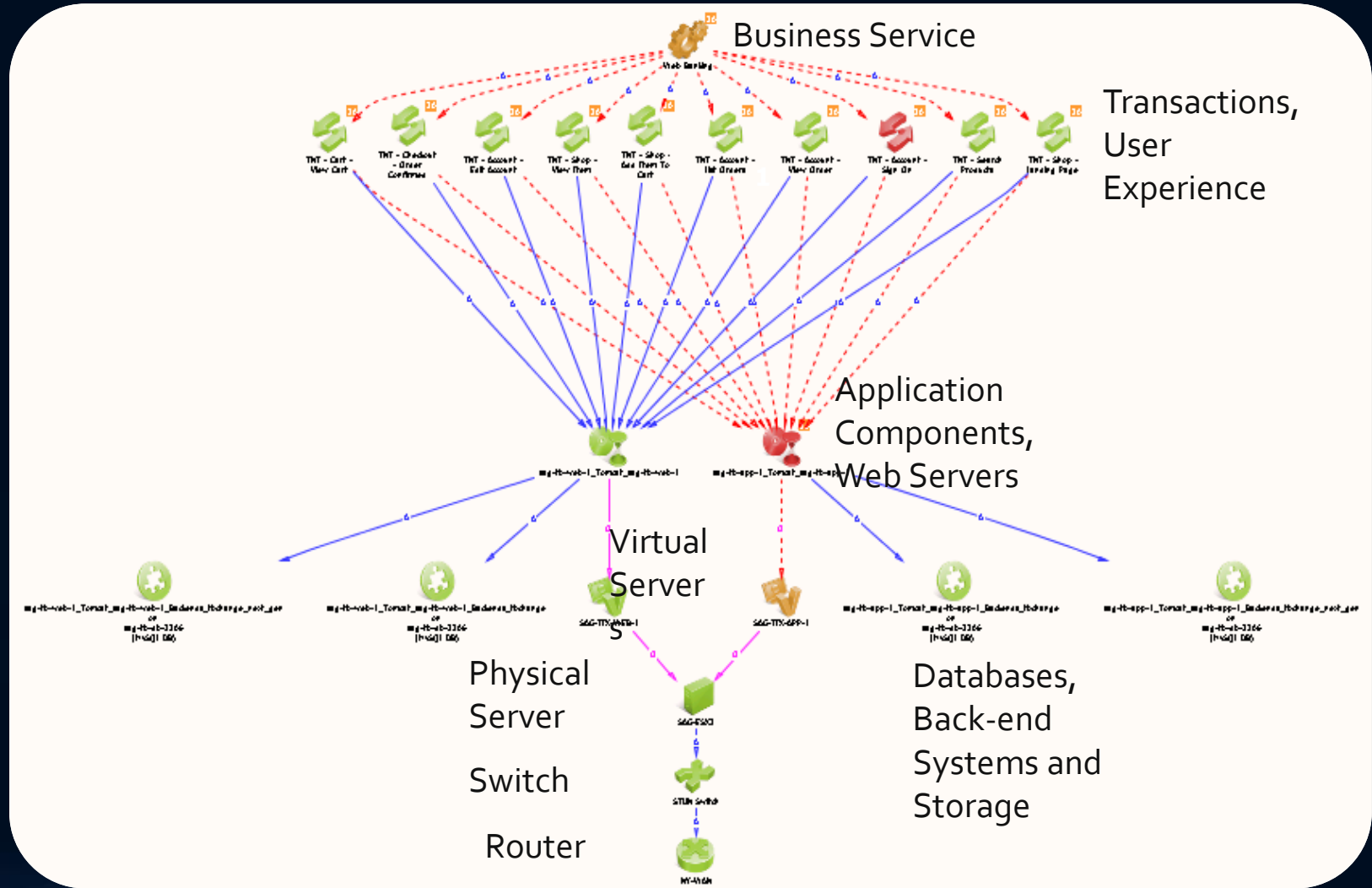
New Technologies & Capabilities

- Business Reputation Relies on **Real** End User Experience
- Inspire your users and differentiate your business
- Provide metrics for the business



New Technologies & Capabilities

- Dynamic Service Modeling
- Service Driven Automation (ticketing, escalation, workflow)
- Consolidate all events and provide a common understanding of services
- Automate SLA management and reporting to business



Assure Business Service Reliability

CASE STUDY: OTE SLA MANAGEMENT

Ioannis Balaskas

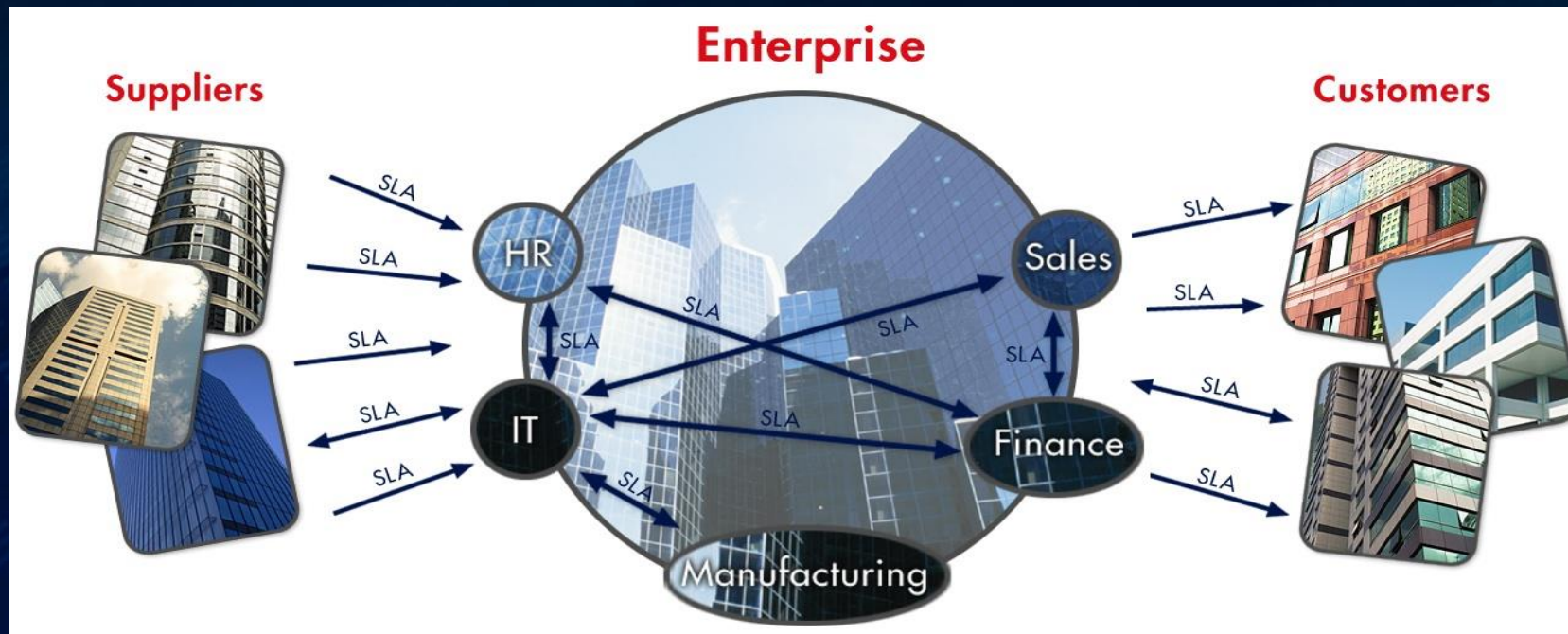
Corporate Customers Fixed Services SLA Management, OTE



Business Challenge

SLAS ARE EVERYWHERE

- ✓ Underpinning Contracts (UPCs)
- ✓ Operational Level Agreements (OLAs)
- ✓ Service Level Agreements (SLAs)



Business Goals

Actively manage relationships with customers and suppliers

Improve cost, quality, and agility around service levels

Define and manage service performance characteristics

- IMPROVE CUSTOMER SATISFACTION BY EFFECTIVELY COMMUNICATING PERFORMANCE
- REDUCE PENALTIES AND OVER-PROVISIONING
- REDUCE COST AND IMPROVE PRODUCTIVITY AROUND SLA MANAGEMENT AND REPORTING

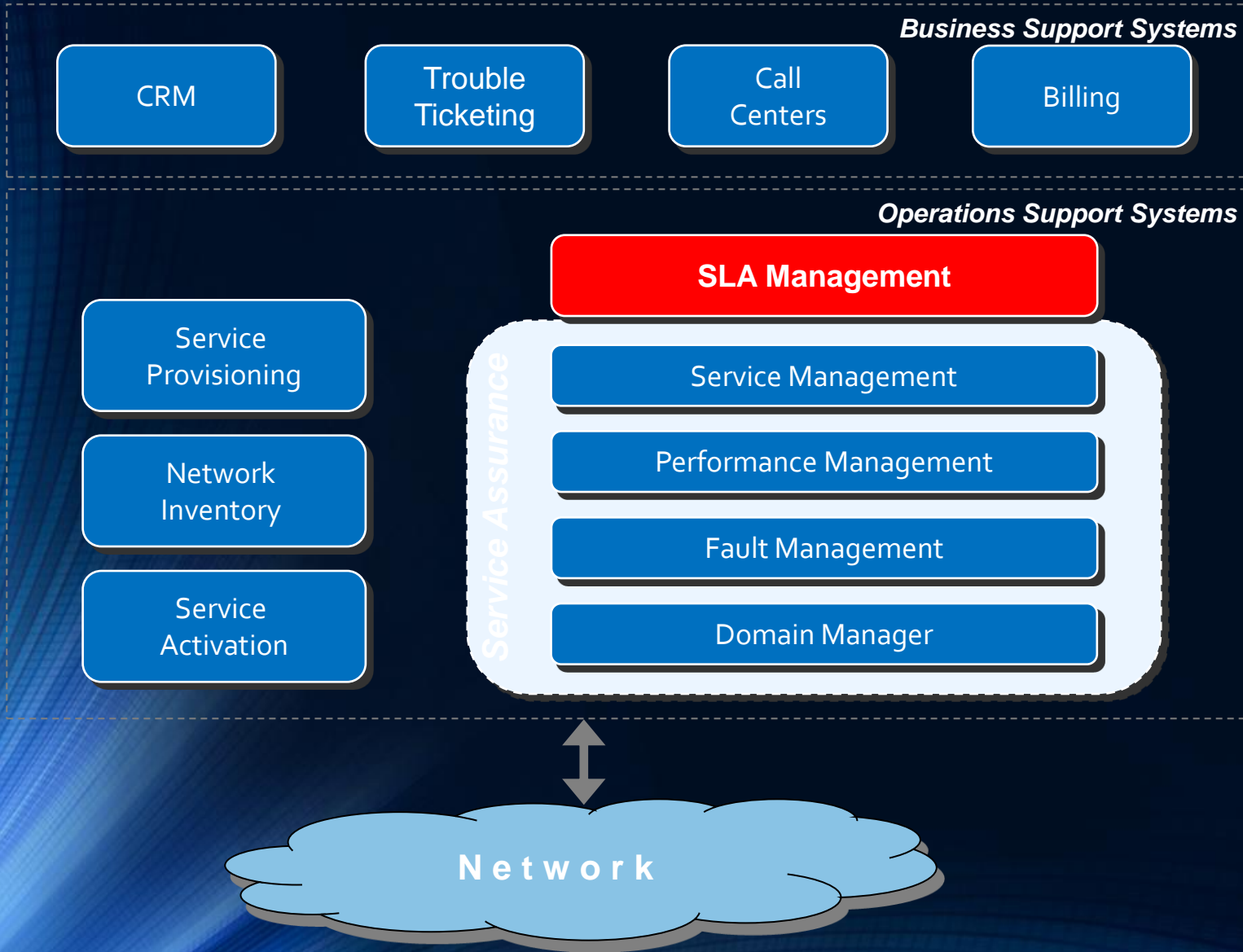


Business Value

- ❑ **THE ADOPTION OF A SERVICE ASSURANCE ENVIRONMENT FOR THE REALISATION OF SLA CONTRACTS ALLOWS OTE TO DEFINE AND MAINTAIN A VIABLE SLA PRACTICE**
- ❑ **...ENABLING OTE TO:**
 - ✓ offer SLAs to an **increasingly competitive market**, as a **key differentiating feature in luring demanding and quality-aware customers** (*guaranteed performance levels and provisioning/ repair times*)
 - ✓ effectively address **regulatory requirements and avoid penalization** currently stemming from a difficulty to manage structured SLA processes.
- ❑ **...THESE BUSINESS BENEFITS WILL ONLY BE ACHIEVED THROUGH:**
 - ✓ the **seamless integration** of the Service Assurance system's functionalities in the **users' and business owners' everyday work**
 - ✓ the **definition and adoption of appropriate processes** that will define tasks to be executed in all cases of SLA-related events



OTE's Service Assurance

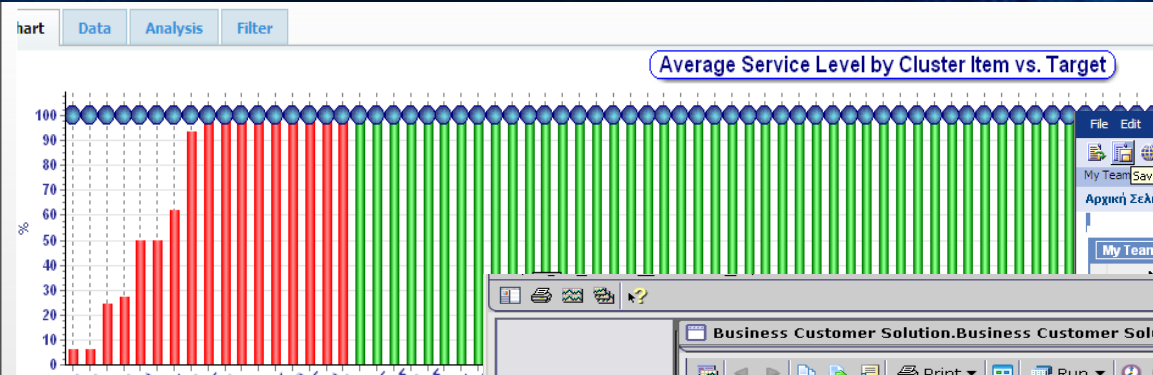


Main capabilities:

- ✓ **SLA modeling** (e.g. definition of contracts, templates (e.g. Gold/ Silver/ Bronze), thresholds/SLOs per service and type, Underpinning Contracts (UPCs) implementation etc.)
- ✓ **SLA Reporting** (e.g. monthly reports, booklets, root cause analysis, ad-hoc reports, Operational Level Agreements (OLAs) etc.)
- ✓ **SLA monitoring** (e.g. alarms produced for minor/major SLA deviations, real-time dashboards, etc.)
- ✓ **Penalty calculation and exception handling**
- ➔ **more business-oriented as opposed to operations/network-oriented**



OTE's Service Assurance



The dashboard displays several components:

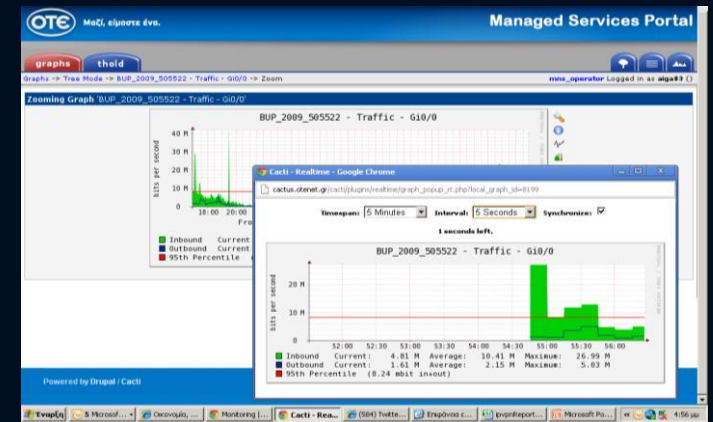
- Business Customer Solution Customer Complaints (No Aggregation, One Day):** A bar chart showing counts for dates 8/26 and 8/30.
- Business Customer Solution Customer Complaints (No Aggregation, Time Series):** A time series bar chart for Tuesday, August 30, 2005, and Wednesday, August 31, 2005, showing counts from 9:00 AM to 11:00 AM.
- Customer Trouble Tickets Table:**

Status	Comments	Type
Κατάσταση Αναμονής	25% of Due Date Email/SM SLA Re	
Κατάσταση Αναμονής	ilazarakis@ote.gr;cmantza' SLA Re	
Κατάσταση Αναμονής	100% of Due Date Email/SL SLA Re	
Κατάσταση Αναμονής	100% of Due Date Email/SL SLA Re	
Κατάσταση Αναμονής	vtougka@ote.gr;ediaman SLA Re	
Κατάσταση Αναμονής	moupli@otenet.gr Restorat SLA Re	
Κατάσταση Αναμονής	moupli@otenet.gr Restorat SLA Re	
Κατάσταση Αναμονής	vtougka@ote.gr;ediaman SLA Re	
Κατάσταση Αναμονής	100% of Due Date Email/SL SLA Re	
Κατάσταση Αναμονής	100% of Due Date Email/SL SLA Re	



Key Features

- PROACTIVE MONITORING, ALERTING/NOTIFICATION AND FAULT MANAGEMENT (**System SR creation**)
- GET DUE DATE MECHANISM (**Dynamic SR Time To Resolve**)
- OTE BUSINESS MANAGED NETWORK SERVICES-MONITORING (**Otebusiness MNS portal Real Time**)
- CUSTOMER WEB SLA PORTAL
 - Web Access to OTE Trouble Ticketing system (Web Self Ticketing solution Software as a Service (SaaS))
 - View Access to SLA Reports
 - SLA portal User management capabilities



OTE SLA Portal
 Username: NBSGADMIN
 User Management: Διαχείριση, Προσθήκη και Διαγραφή χρηστών καθώς και διαχείριση ρόλων. Παραρτήματα
 Offline Reports: Υποβολή αναλύσεων και παρακολούθηση αναφορών σε μερική pdf σχετικά με την διαθεσιμότητα, ασφάλεια, απόδοση αλλά και τους χρόνους απαντήσεων του δικτύου. Παραρτήματα
 Trouble Ticketing: Υποβολή υποστηρίξιες διαβόλητος για την διαχείριση και διασφάλιση όλων των [ελαθίων του ελεγκτικού] σης. Παραρτήματα

OTE SLA Portal
 Trouble Ticketing
 Αναζήτηση: Εισαγωγή, Όνομα Προβλήτος: [Επιλογή], Αναζήτηση
 Αποτελέσματα Αναζήτησης

Αριθμός Αιτήματος	Ημερομηνία Δημιουργίας	Ελαθίο/Ελαθίσματα	Site ID	Κατηγορία Προβλήτος	Τύπος Προβλήτος	Κατάσταση Αιτήματος
1-47464290	01-07-2013 12:06	δωροτυπ δακτύλου	NBSG-M00001	Over iDSL	Ερώση IP/VPL	Κλειστό
1-47463423	01-07-2013 09:38	δωροτυπ δακτύλου	NBSG-M000410	Over iDSL	Ερώση IP/VPL	Κλειστό
1-47463144	01-07-2013 09:38	δωροτυπ δακτύλου	NBSG-ATM-406624	Over HellaCam	Ερώση IP/VPL	Κλειστό
1-47463164	01-07-2013 09:37	δωροτυπ δακτύλου	NBSG-M000050	Over Metro Ethernet	Ερώση IP/VPL	Κλειστό
1-47463234	01-07-2013 09:38	δωροτυπ δακτύλου	NBSG-M004060	Over HellaCam	Ερώση IP/VPL	Κλειστό
1-47463474	01-07-2013 09:39	δωροτυπ δακτύλου	NBSG-M000666	Over HellaCam	Ερώση IP/VPL	Κλειστό
1-47463494	01-07-2013 09:37	δωροτυπ δακτύλου	NBSG-ATM-406692	Over HellaCam	Ερώση IP/VPL	Κλειστό
1-47463474	01-07-2013 09:38	δωροτυπ δακτύλου	NBSG-ATM-406698	Over HellaCam	Ερώση IP/VPL	Κλειστό
1-47463494	01-07-2013 09:38	δωροτυπ δακτύλου	NBSG-M003380	Over iDSL	Ερώση IP/VPL	Κλειστό
1-47463474	01-07-2013 09:39	δωροτυπ δακτύλου	NBSG-ATM-406666	Over HellaCam	Ερώση IP/VPL	Κλειστό
1-47463194	01-07-2013 09:37	δωροτυπ δακτύλου	NBSG-ATM-407174	Over HellaCam	Ερώση IP/VPL	Κλειστό

OTE SLA Portal
 Sites above Threshold
 Report name: REPORTING PERIOD: SLA Results per Site: High Criticality Sites 5/17/2014 00:00:00

Site Name	Availability	NumDowntimes	MTTR 300s hrs	RTD G1 40ms	PL G1 0.1%	Jitter P1 20ms	RestMaintenance
NBSG-M000064 - ATHINA	99.94	0	N/A	0	0.00	0	N/A
NBSG-M000120 - OL. EPOROY	99.4	1	18.2	0	0.00	0	N/A
NBSG-M000033 - AGRINIO	99.98	1	0.0	1.5	0.00	3.04	N/A
NBSG-M000078 - ZEEGE SYTIPPOY	99.98	1	0.0	0	0.00	0	N/A
NBSG-M000011 - PERAKAS	99.97	0	0.0	7.09	0.00	1.14	N/A
NBSG-M000078 - THESSALONIKI	99.98	0	0.0	0.00	0.00	0	N/A
NBSG-M000061 - AHDOLU	99.99	0	N/A	1.02	0.00	1.13	N/A
NBSG-M000058 - METROPOLITAN	99.99	0	N/A	0	0.00	0	N/A
NBSG-M000100 - THESSALONIKI	99.99	0	0.0	8.48	0.00	3.24	N/A
NBSG-M000036 - THESSALONIKI	99.99	0	0.0	8.09	0.00	1.35	N/A
NBSG-M000300 - KALAMATA	99.99	0	0.0	7.12	0.00	2.24	N/A
NBSG-M000300 - AGRINIO	99.99	0	0.0	5.21	0.00	1.14	N/A
NBSG-M000040 - ATHINA	99.99	0	0.0	1.20	0.00	1.16	N/A
NBSG-M000090 - SYROS	100	0	N/A	7.20	0.00	1.26	N/A
NBSG-M000092 - ATHINA	100	0	N/A	18.3	0.00	3.11	N/A
NBSG-M000140 - KERKIRA	100	0	N/A	11.44	0.00	1.12	N/A
NBSG-M000035 - SYROS	100	0	N/A	11.25	0.00	1.12	N/A
NBSG-M000150 - KAVALA	100	0	N/A	11.12	0.00	1.74	N/A
NBSG-M000090 - CHANIA	100	0	N/A	9.76	0.00	1.18	N/A
NBSG-M000330 - KATERINI	100	0	N/A	9.64	0.00	1.18	N/A
NBSG-M000120 - THESSALONIKI	100	0	N/A	8.83	0.00	3.35	N/A
NBSG-M000060 - THESSALONIKI	100	0	N/A	8.14	0.01	1.11	N/A
NBSG-M000380 - KARDITSA	100	0	N/A	6.92	0.00	1.12	N/A
NBSG-M000070 - VOLOS	100	0	N/A	6.97	0.00	1.10	N/A
NBSG-M000090 - ATHINA	100	0	N/A	6.88	0.00	1.13	N/A
NBSG-M000250 - PATRA	100	0	N/A	3.86	0.04	1.14	N/A
NBSG-M000030 - CHALKIDIKI	100	0	N/A	2.41	0.00	1.14	N/A

SLA Product Example

Example SLA

IPVPN	Availability Mgmt		Incident Mgmt	Performance Mgmt		
	% of Time Available	Nbr of Downtimes	MTTR	RTD	Packet Loss	Jitter
	-% of Time Available Data Centers - % of Time Available High criticality Sites -Network Availability	-Max Nbr of Downtimes data Centers - max Nbr of Downtimes High Criticality Sites	-Max time to Restore High criticality Sites -MTTR OffSiteATMS and POS	-RTD Gold Class	- PL Gold Class	- Jitter Premium
	Provisioning Mgmt		Financial Mgmt			
	Activation Time	Relocation Time	RTD Penalty	PL Penalty	Jitter Penalty	Contract Penalties
	-Time to Activate Network Services	-Time to Relocate New Sites - Time to Relocate Existing Sites	- RTD Penalty	- PL Penalty	- Jitter penalty	- Penalty CAP - Total Contract Penalty - Yearly Penalty CAP



Benefits

- ❑ EVOLUTION - IMPROVEMENT OF SLA MANAGEMENT CAPABILITIES
- ❑ TRANSPARENT VIEW OF END-TO-END SERVICE DELIVERY PERFORMANCE.
- ❑ AUTOMATION AND FACILITATION OF A WIDE ARRAY OF TASKS
(FORMELY EXECUTED MANUALLY OR SEMI-AUTOMATICALLY)
- ❑ ENHANCEMENT OF SERVICE OFFERINGS
(IMPROVING MARKET COMPETITIVENESS, CUSTOMER APPEAL, SATISFACTION AND RETENTION)
- ❑ REGULATORY
(COMPLIANCE WITH ACTUAL AND FUTURE SERVICE LEVEL REQUIREMENTS)
- ❑ CONSOLIDATION OF SLA MANAGEMENT PROCESSES



THANK YOU FOR YOUR ATTENTION !

