

KPIs to assess Service Level Agreement performance

Typical problems measuring the performance of Service Level Agreements include:

- ◆ Many issues to measure
- ◆ Different types and formats
- ◆ Software is expensive and doesn't appear to be value for money
- ◆ No expertise to guide system set-up



We have developed a straightforward method of tracking SLA performance using Excel as the basic tool. A typical implementation involves:

- Identifying and classifying all the relevant metrics
- Establishing clear compliance criteria
- Developing data forms in Excel
- Producing a management dashboard which can be restricted to a high level overview of performance or can be used for digging deeper to locate the source of non-compliance.
- If required, is also to link SLA performance with a financial credit/debit system.

If you would like further information about reviewing your performance measurement system, contact: **Martin Print**

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