

# Closing the Gap between Service Capacity and Customer Need

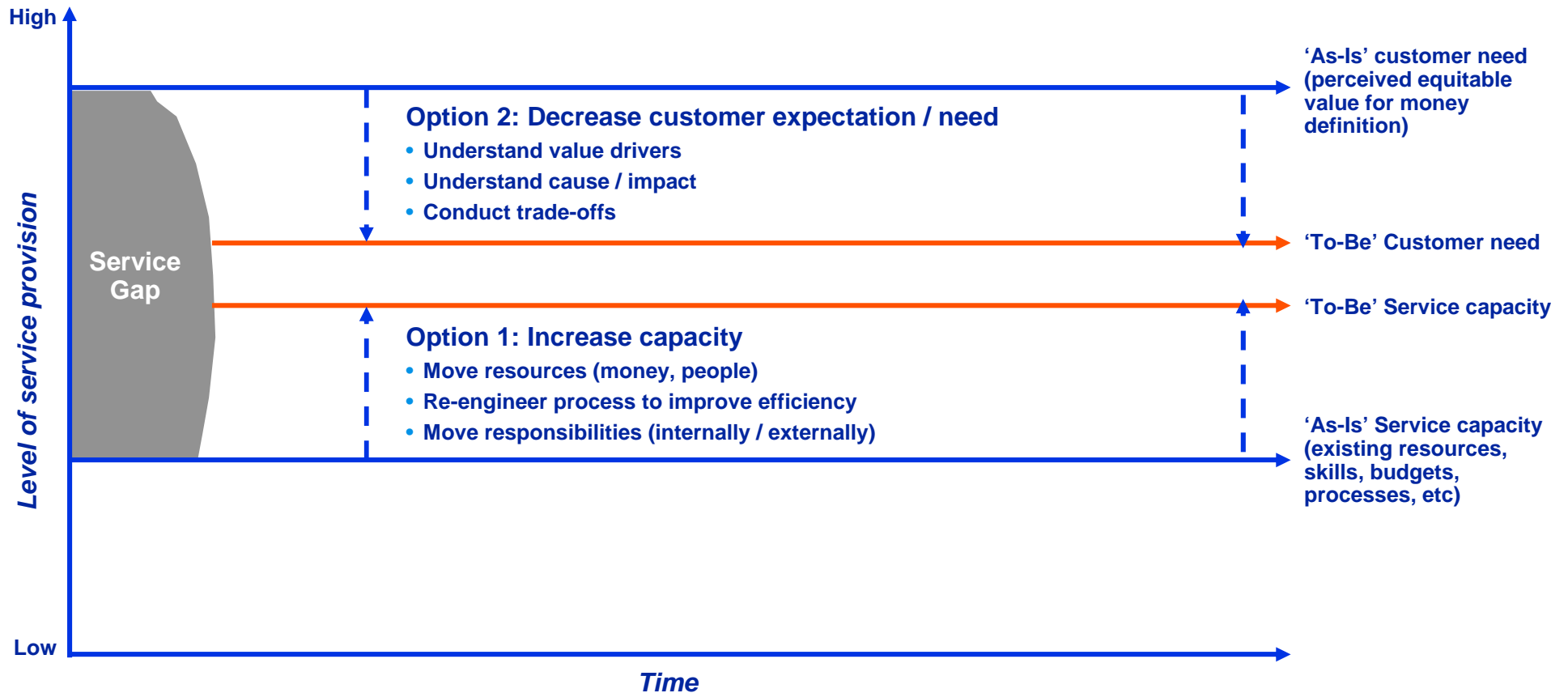


Fig. 8A – Where a Service Level Agreement (SLA) is used, the service gap can be closed in one of two ways (at the discretion of the customer). Alignment between service capacity and customer need will be measured by Key Performance Indicators.

## Generic SLA Example: General Ledger

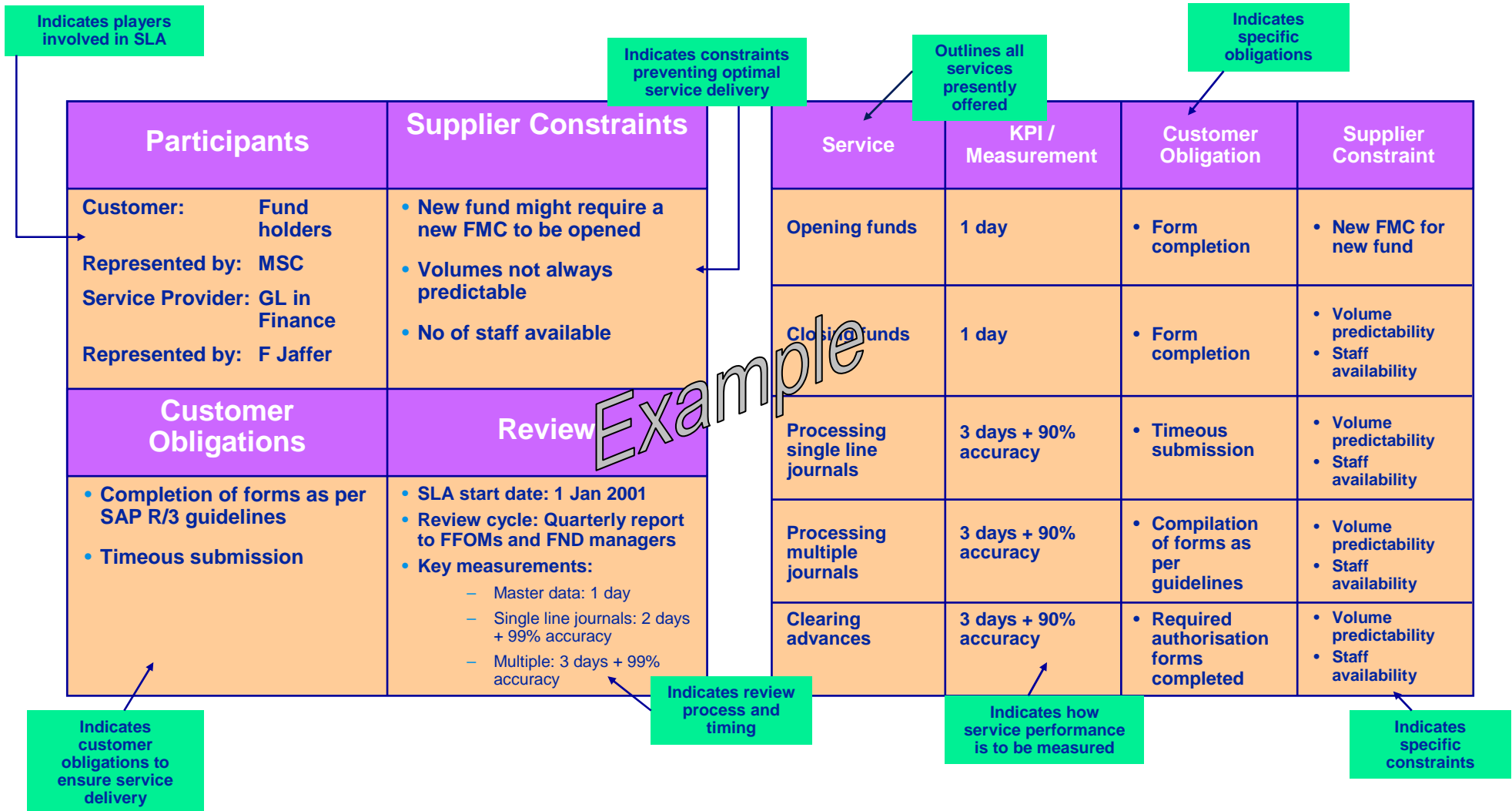


Fig. 8B – A Service Level Agreement needs to cover certain generic areas including: the participants in the agreement, an agreed review process, services to which the agreement applies, how service provision will be measured, customer obligations and supplier constraints.

## SLA Customer Signatories

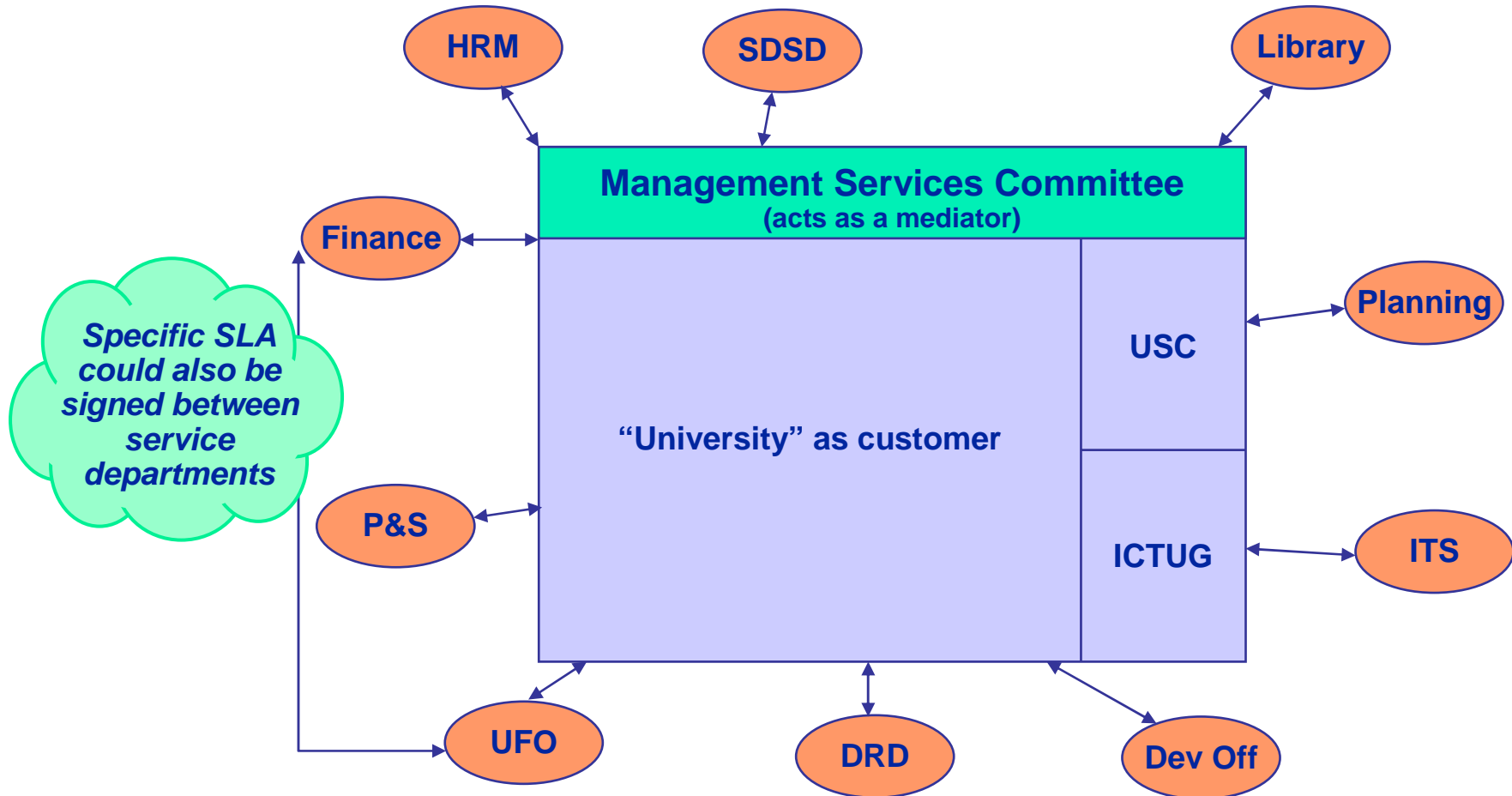


Fig. 8C – The role of the Management Services Committee (MSC) is to ensure that SLAs are applied, performance is monitored, and remedial action is taken where necessary. In most instances, SLAs are to be signed between a particular support department and a representative group of customers as agreed by the MSC.