

<b>Estimating Factors</b>	<b>Number</b>	<b>Difficulty</b>	<b>Definition</b>
# of Service level agreements (SLAs)	3	M	An SLA is an agreement between a Business Unit and an IT Service Organization.
# of Operating Level Agreements (OLAs)	5	S	An OLA is an agreement between an IT Service Organization and a Service Provider.
# of Service Levels	12	M	Each service line has a number of service items associated with it, each of which will have defined targets or Service Levels, e.g., Service Desk will have Time to Respond and Time to Fix as service items, for which Service Levels will be specified
# of Unique IT Service Lines	3	S	A unique service line is one provided to one or more Business units. For example, Service Desk would be only one service line here even though it is probably a service provided to all business units.
# of Service Providers	3	M	A service provider is a unit performing an IT service or services under the scope of an OLA.
# of SLM Stakeholder groups	4	M	A stakeholder group is a group within a Business Unit which is directly involved in the SLM process.
SLM Complexity	1	S	Complexity is based on the number of stakeholder groups within the organization. National or international organizations with multiple locations will typically have more stakeholder groups than a single-site organization, and therefore be more complex.
# of Current Roles	2	S	A current role is one now being performed in support of service level management by a Business unit, IT service organization, or service provider. Examples are service manager, customer manager, problem coordinator.
# of Future Roles	2	S	A future role is a role to be performed in the proposed SLM organization.