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SLM Settings



This article has been generated from the online version of the documentation and might be out of date. Please, make sure to always refer to the online version of the documentation for the up-to-date information.

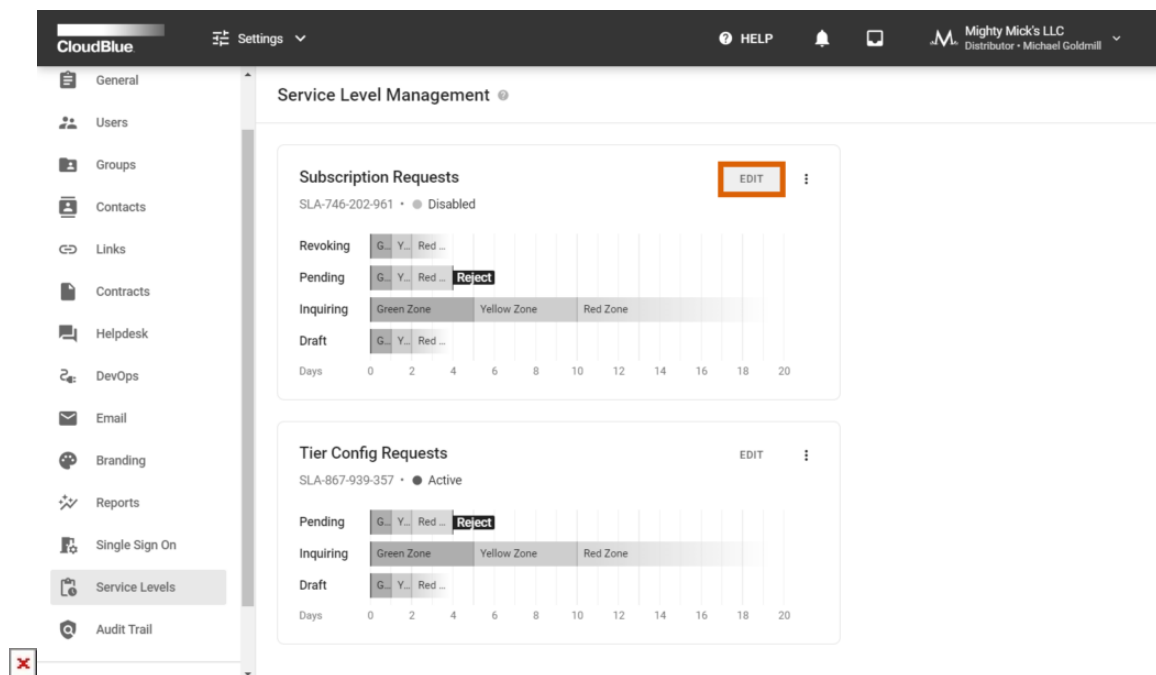
Auto-generated at April 16, 2025

Service Level Management (SLM) represents an ongoing process to maintain high-quality in-service provisioning. The provided service level options allow changing and managing the automatic transition of your selected Connect objects from one Service Level Objective (SLO) zone to another. Therefore, the CloudBlue Connect platform makes sure that your business objects are processed in a timely manner and consequently ensures that the performance of your organization meets all needs of your business partners.

The following describes the graphical user interface of the SML settings and showcases how to work with the provided configuration wizards.

SLO Zones Configuration

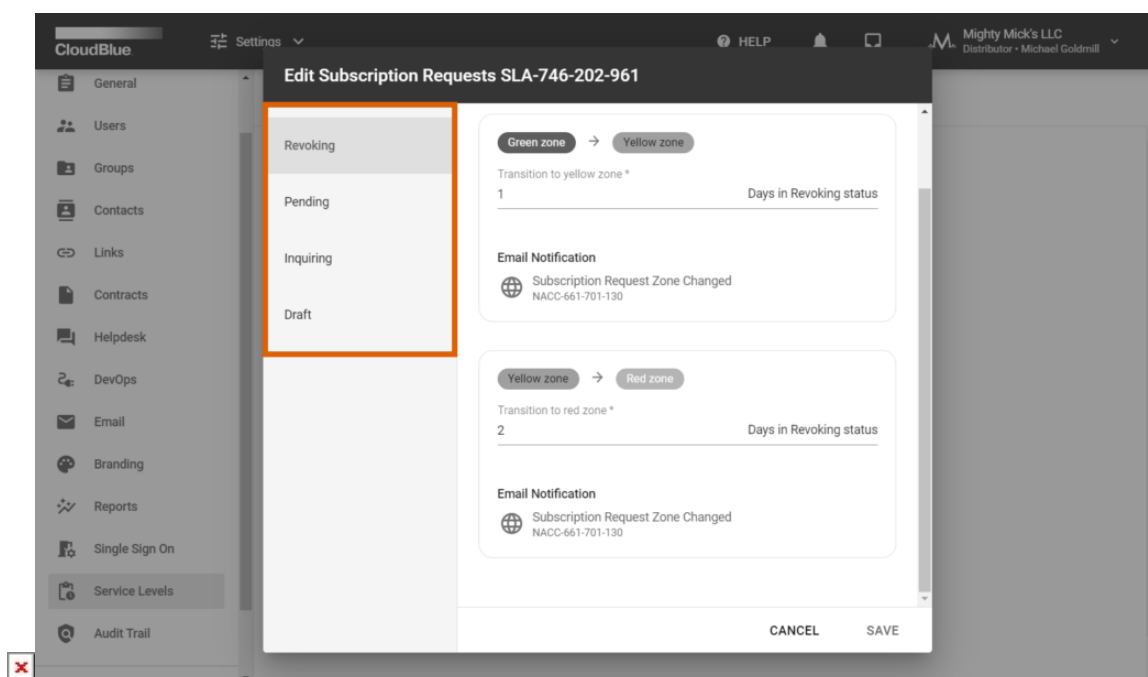
The Connect platform automatically assigns objects to other SLO zones according to the provided time period configuration. Adjust the automatic SLO zones transitions for your selected objects on Connect by clicking the **Edit** button:






The screenshot displays the CloudBlue Service Level Management (SLM) configuration interface. The interface is divided into a sidebar on the left and a main content area on the right. The sidebar contains a list of navigation options: General, Users, Groups, Contacts, Links, Contracts, Helpdesk, DevOps, Email, Branding, Reports, Single Sign On, Service Levels, and Audit Trail. The main content area is titled "Service Level Management" and contains two sections: "Subscription Requests" and "Tier Config Requests".

The "Subscription Requests" section is for SLA-746-202-961 (Disabled) and features an "EDIT" button. It displays a timeline chart showing the progression of requests through different SLO zones (Green Zone, Yellow Zone, Red Zone) over a 20-day period. The chart shows a "Reject" button for the "Pending" state.

The "Tier Config Requests" section is for SLA-867-939-357 (Active) and also features an "EDIT" button. It displays a similar timeline chart showing the progression of requests through different SLO zones (Green Zone, Yellow Zone, Red Zone) over a 20-day period. The chart shows a "Reject" button for the "Pending" state.



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Edit Subscription Requests SLA-746-202-961

General
Users
Groups
Contacts
Links
Contracts
Helpdesk
DevOps
Email
Branding
Reports
Single Sign On
Service Levels
Audit Trail


Revoking
Pending
Inquiring
Draft

Green zone → **Yellow zone**

Transition to yellow zone *

1 Days in Revoking status

Email Notification


 Subscription Request Zone Changed
NACC-661-701-130

Yellow zone → **Red zone**

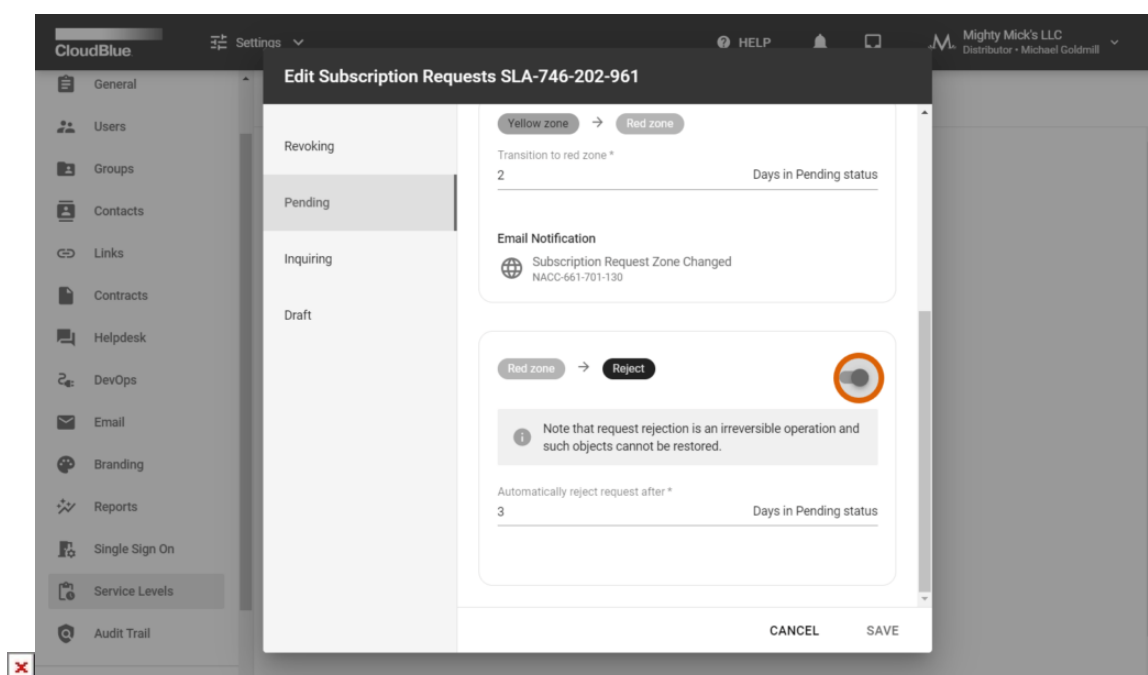
Transition to red zone *




2 Days in Revoking status

Email Notification

 Subscription Request Zone Changed
NACC-661-701-130

CANCEL SAVE



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Edit Subscription Requests SLA-746-202-961

General
Users
Groups
Contacts
Links
Contracts
Helpdesk
DevOps
Email
Branding
Reports
Single Sign On
Service Levels
Audit Trail


Revoking
Pending
Inquiring
Draft

Yellow zone → **Red zone**


Transition to red zone *

2 Days in Pending status

Email Notification

 Subscription Request Zone Changed
NACC-661-701-130

Red zone → **Reject**



Note that request rejection is an irreversible operation and such objects cannot be restored.

Automatically reject request after *

3 Days in Pending status

CANCEL SAVE

Use the following wizard to specify time period for the SLO zone transitions. Thus, for instance, in case subscription request objects are selected, select the number of days for each zone transition. Make sure to configure transitions for all available request statuses by switching the wizard tabs. Note that pending requests can also be automatically rejected by the system in case the corresponding option is enabled in this wizard.




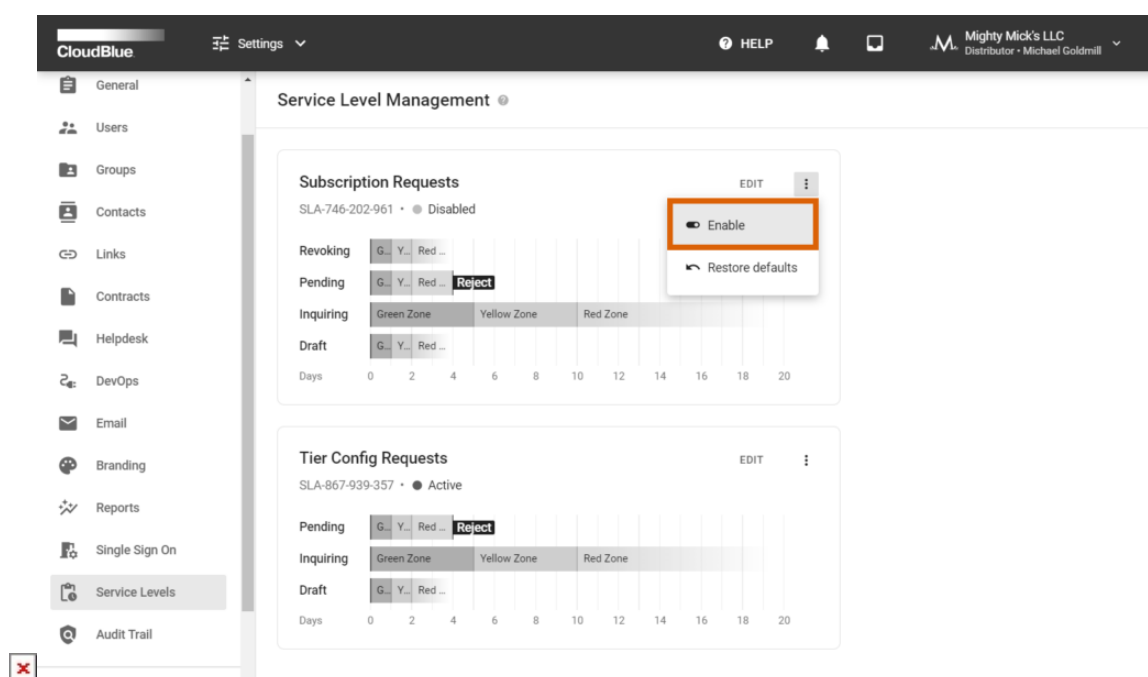
Pending Request Rejection

It is highly important to note that request rejection is an irreversible operation on the Connect platform. Therefore, once your pending fulfillment requests or tier configuration requests are rejected, the system doesn't allow to process or restore such requests.

Once your configuration is finalized successfully, click the **Save** button to save your provided settings. The system also requires to activate the SLM functionality as described below.

SLM Functionality Activation

Switch on the SLM functionality on the Connect platform via an additional menu that is opened by clicking on the vertical ellipsis () icon. Thereafter, use the **Enable** option to activate the SLM functionality for your selected objects:



Once the SLM functionality is enabled, the system will assign SLO zones to your *newly* generated objects. Note that your previously generated objects (before the SLM functionality is activated) will not be assigned to SLO zones.

The aforementioned additional menu also allows you to disable the SLM functionality for your objects or restore default values for automatic SLO zone transitions.

In case more information on Service Level Management is required, please refer to the SLM documentation on the Connect Community portal.