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Documentation Modules Service Level Management

SLM Interface

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The following describes graphical user interface and operations that are interconnected with the Service Level Management (SLM) functionality on the CloudBlue Connect platform.

Account Settings

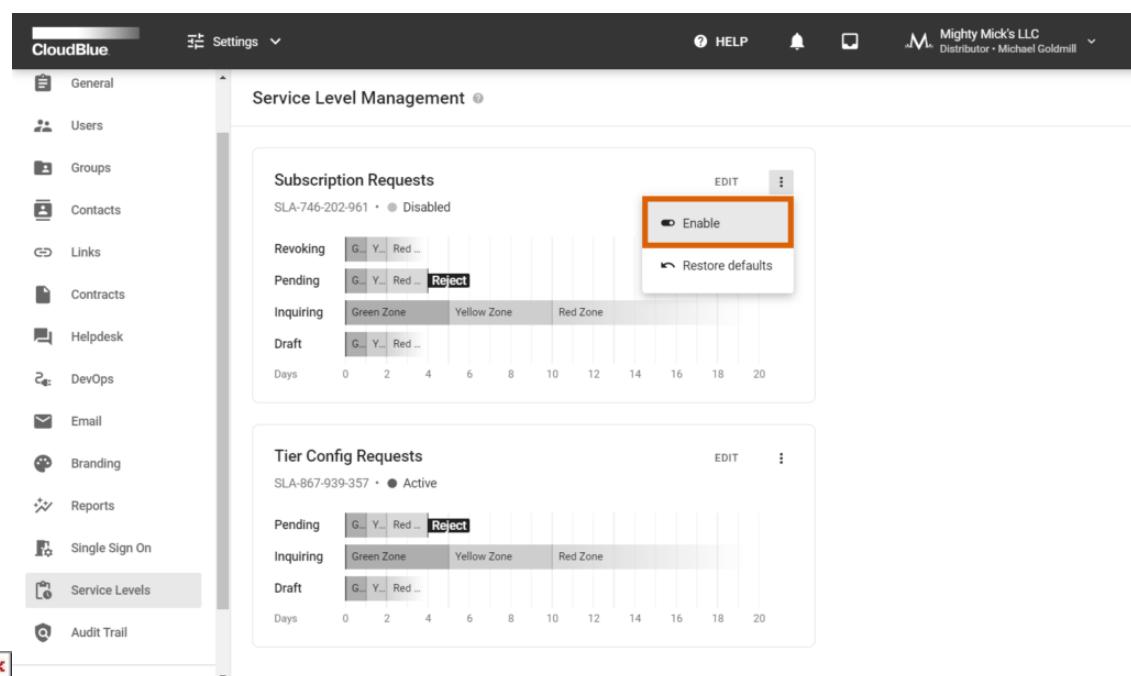
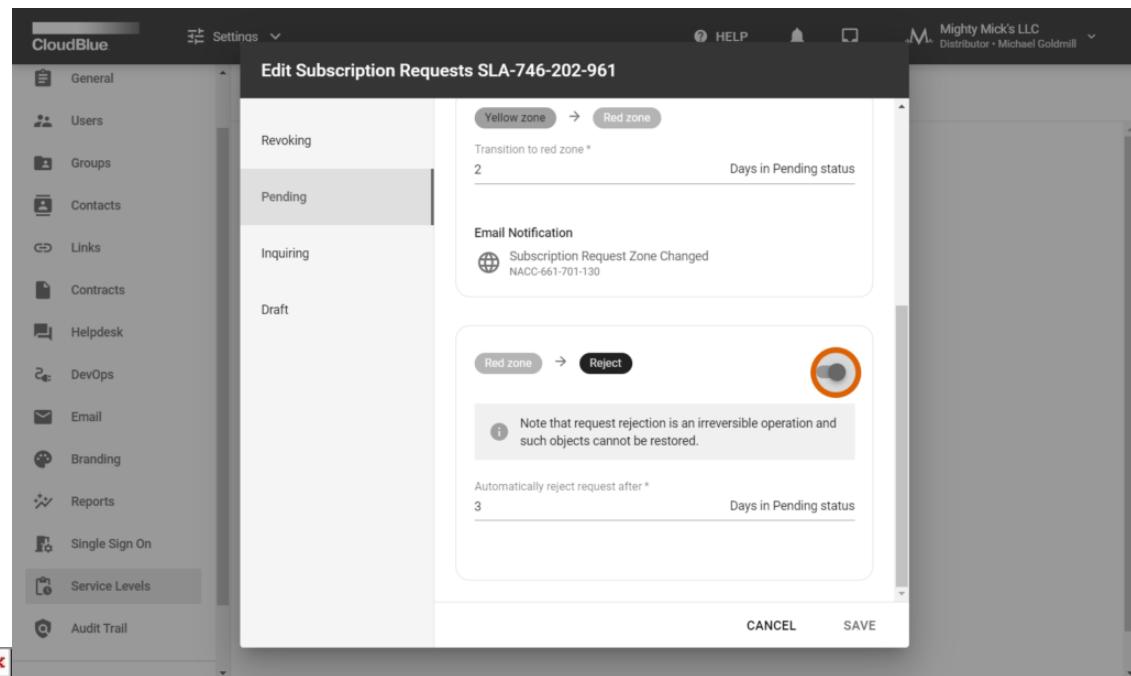
All SLM settings are available within the corresponding tab of the Account module. Select required object type from the list and click the **Edit** button to change SLM settings for this object:

The screenshot shows the CloudBlue Connect interface with the 'Service Level Management' tab selected. The left sidebar lists various account settings: General, Users, Groups, Contacts, Links, Contracts, Helpdesk, DevOps, Email, Branding, Reports, Single Sign On, Service Levels (which is selected and highlighted in grey), and Audit Trail. The top right corner shows the user 'Mighty Mick's LLC Distributor - Michael Goldmill'.

Subscription Requests: SLA-746-202-961, Status: Disabled. The 'EDIT' button is highlighted with a red box. Below it are four status categories: Revoking, Pending, Inquiring, and Draft, each with a color-coded zone (Green, Yellow, Red) and a 'Reject' button. A 'Days' scale from 0 to 20 is shown below.

Tier Config Requests: SLA-867-939-357, Status: Active. Similar to the Subscription Requests section, it shows Pending, Inquiring, and Draft status categories with 'Reject' buttons and a 'Days' scale from 0 to 20.

The screenshot shows the 'Edit Subscription Requests' dialog box for SLA-746-202-961. The left sidebar is identical to the previous screenshot. The main dialog box is titled 'Edit Subscription Requests SLA-746-202-961'. It shows a list of status categories: Revoking, Pending, Inquiring, and Draft. The 'Revoking' category is highlighted with a red box. For each category, there are two sections: 'Green zone' to 'Yellow zone' and 'Yellow zone' to 'Red zone'. Each section includes a 'Transition to yellow zone' or 'Transition to red zone' input field (set to 1 or 2), a 'Days in Revoking status' input field, and an 'Email Notification' section showing a log entry for a zone change. At the bottom are 'CANCEL' and 'SAVE' buttons.



By using this wizard, the system allows adjusting Service Level Objective (SLO) zones transitions and enabling/disabling automatic pending request rejection. Once your configuration is finalized, make sure to enable the SLM functionality for your object by clicking the **Enable** button. Refer to the Settings module documentation for more details.



Service Level Indicators

Once the SLM functionality for your selected object is successfully enabled, the Connect platform displays Service Level Indicators (SLI) for your newly generated objects within the corresponding column of the object data grid. Namely, the provided indicators specify the number of days since the object creation and the associated SLO zone for all object with applicable statuses.

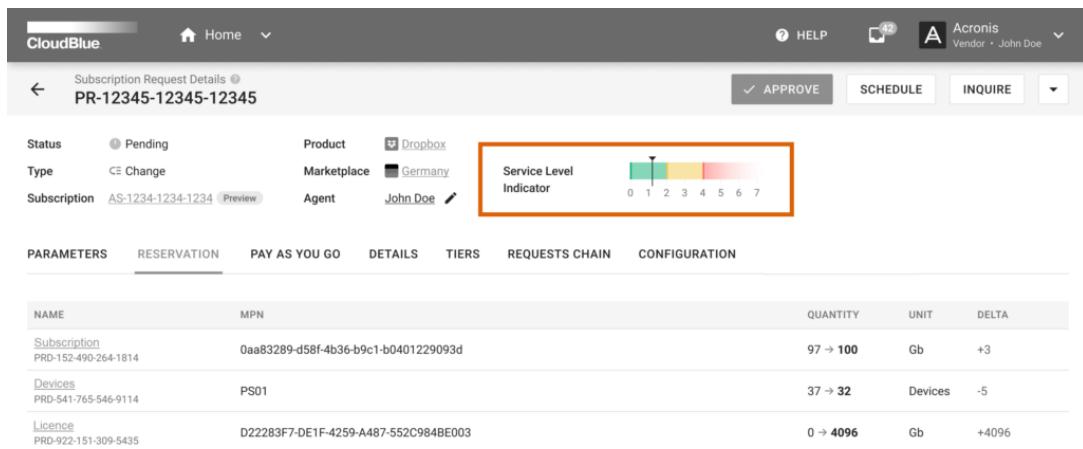
The following showcases the SLI column within the *subscription requests* data grid:

REQUEST	CREATED	SLI	PRODUCT	MARKETPLACE	HUB	CUSTOMER	ASSIGNEE	STATUS
PR-9752-1277-3018 Test Purchase	22/03/2021 18:13	1 Day	Dropbox Business	France MP-63989	ACME Hub HB-0000-0000	Blackadder TA-1696-7462 • 1000069	John Doe	Pending
PR-7392-2029-2012 Test Change	22/03/2021 02:49	3 Days	Zapier	Germany MP-19560	ACME Hub HB-0000-0000	DELL TA-3323-9932 • 1000036	Mary Applegate	Approved
PR-2029-2910-0012 Suspend	21/03/2021 18:43	10 Days	Microsoft Office	Italy MP-51453	HUB 1 HB-1234-1234	Nindo TA-7025-5603 • 1000022	—	Draft
PR-9186-4652-8849 Preview Adjustment	21/03/2021 14:49	2 Days	Acronis Cyber	Norway MP-49088	ACME Hub HB-0000-0000	Tomorrow Corp. TA-7314-8822 • 1000076	John Doe	Pending
PR-8738-0193-9570 Suspend	21/03/2021 12:21	1 Day	2020 Apple Mac	United States MP-73107	New hub 2 HB-1234-1234	L' Eve future TA-6609-6491 • 1000058	K	Approved
PR-4982-4883-0031 Billing	21/03/2021 05:14	4 Days	WooCommerce	United Kingdom MP-70857	New hub 2 HB-1234-1234	Yesterday LLC TA-9119-3622 • 1000071	—	Inquiring
PR-4528-8112-1123 Test Purchase	20/03/2021 22:46	23 Days	Flowgear	Russian Federation MP-67734	ACME Hub HB-0000-0000	MediaMt TA-3674-5346 • 1000094	—	Rejected
PR-5623-4902-0987 Resume	19/03/2021 18:03	1 Day	Wordpress	Canada MP-37251	My hub HB-1234-1234	Lorel TA-9287-2771 • 1000042	Mary Applegate	Pending
PR-8590-0090-4346 Preview Cancel	19/03/2021 04:18	10 Days	Symantec	Spain MP-97531	ACME Hub HB-0000-0000	Pentangle TA-5389-4148 • 1000063	—	Pending
PR-3728-8990-3473 Test Change	19/03/2021 01:30	2 Day	Joomla!	Kazakhstan MP-79246	ACME Hub HB-0000-0000	IMB TA-2705-3766 • 1000085	—	Pending

Therefore, the system allows visualizing SLI for each object and consequently ensures that all objects are processed in a timely manner. The system also allows clicking on the column header to filter or reorder generated objects based on your selected SLI parameters.

SLI in Object Details

The system displays **Service Level Indicator** data for each object that is associated with Service Level Management. Access the details screen of such an object to view its SLI information. For example, the system displays the SLI indicator within the fulfillment request details:



NAME	MPN	QUANTITY	UNIT	DELTA
Subscription PRD-152-490-264-1814	0aa83289-d58f-4b36-b9c1-b0401229093d	97 → 100	Gb	+3
Devices PRD-541-765-546-9114	PS01	37 → 32	Devices	-5
Licence PRD-922-151-309-5435	D22283F7-DE1F-4259-A487-552C984BE003	0 → 4096	Gb	+4096

Service level indicators help Connect users understand the current state of selected objects, estimate when transitions to the next zone will happen, process necessary objects faster, and perform other operations that can drastically improve their service level.