Service Contract Management

Feature Document

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1 Requirements Scenario

When a business SLA is violated, you can impose penalty on the concerned party. The penalty calculation is defined through a 'Contract' metric that is valid for a particular duration. To achieve this requirement, Motadata NMS will help customers with following deliverables:

- Create and manage 'Contracts'
- Assign contracts to business SLAs
- Identify penalty percentage and amount based on SLA violation
- Roles based access for contract management
- Audit and journals of historical contracts
- Stakeholders should be able to create custom reports

2 Solution Scope

The existing module for business service will work with contract management to determine the penalty on violations. For penalty calculation, the business service uses a foreign key from contract management. After the computations of the initial SLA cycle, business service determines the achieved target. System uses the target and compare against different criteria of underlying contract. In whatever criteria the achieved target falls into, system picks the penalty percentage against it. Based on the penalty percentage identified, Motadata simply computes the penalty amount.

Motadata compares the business service and associated contract from contract management. Using the metric of contract, the business service shows penalty percentage and penalty amount.
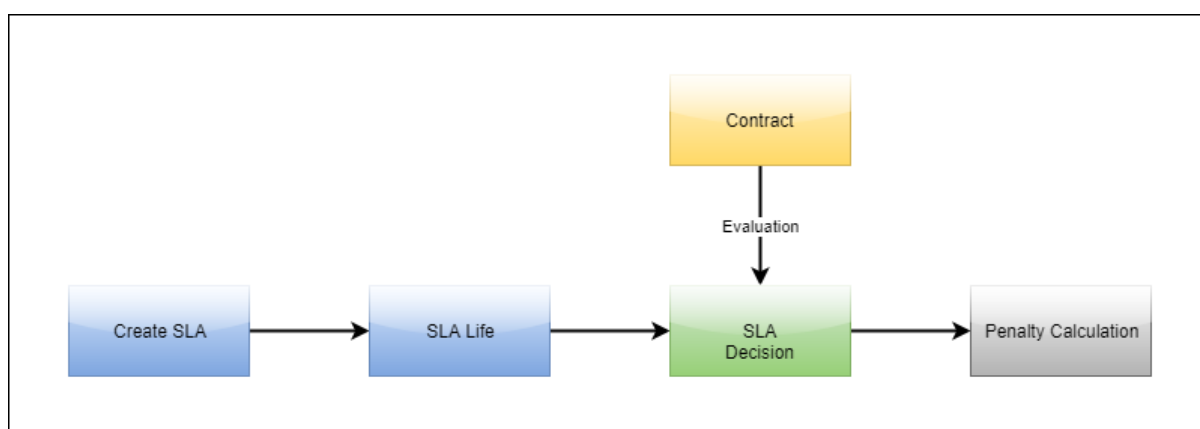
2.1 Flow

2.1.1 Configuring Contracts

In contract management, each contract's metric defines the penalty %. For e.g. uptime of a core router is critical for company's operations. It has contract as follows:

Sr. No	Lower Limit	Upper Limit	Penalty (%)	Remarks
1	99	+ Infinite (100.1)	0	No Penalty
2	98	98.99	2	2% of Contract Value
3	96	97.99	5	5% of Contract Value
4	94	95.99	10	10% of Contract Value
5	92	93.99	15	15% of Contract Value
6	90	91.99	20	20% of Contract Value

7	-Infinite (0)	89.99	100	100% of contract Value

2.1.2 Configuring Business Service

In business service, the contract 'Uptime of Core Router' is attached. Based on the achieved SLA the Business Service contract, penalty % and Amount is calculated.

2.1.3 Computation of Penalty

At the end of the SLA life, suppose the 'Target Achieved' is 92%. And the total contract amount is 5 Lakh INR. Motadata will compute as follows:
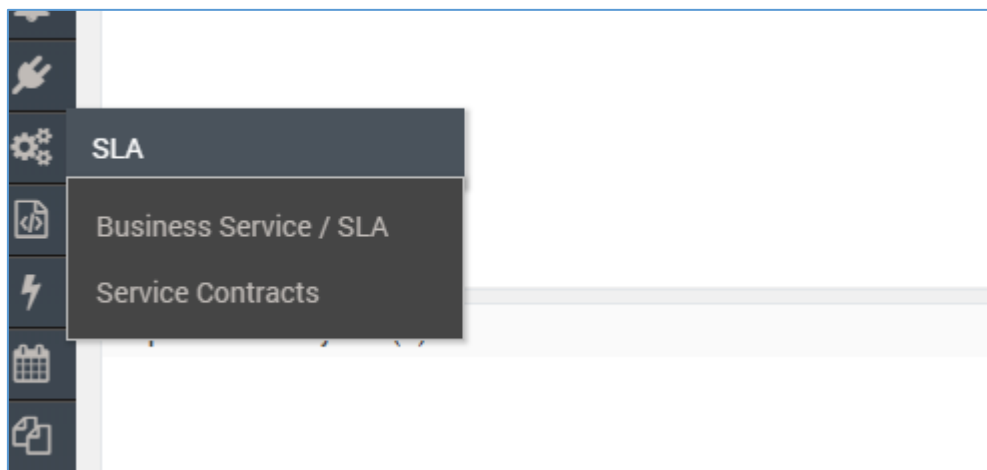
- Contract Amount - 5,00,000
- Target Achieved - 92%
- Target falling in bracket (row no 5)
- Penalty imposed in %: 15
- Penalty Value: 5,00,000 x 15% = **75,000**

3 Module Breakdown

Motadata NMS uses following architecture to fulfill the requirement:

Modules

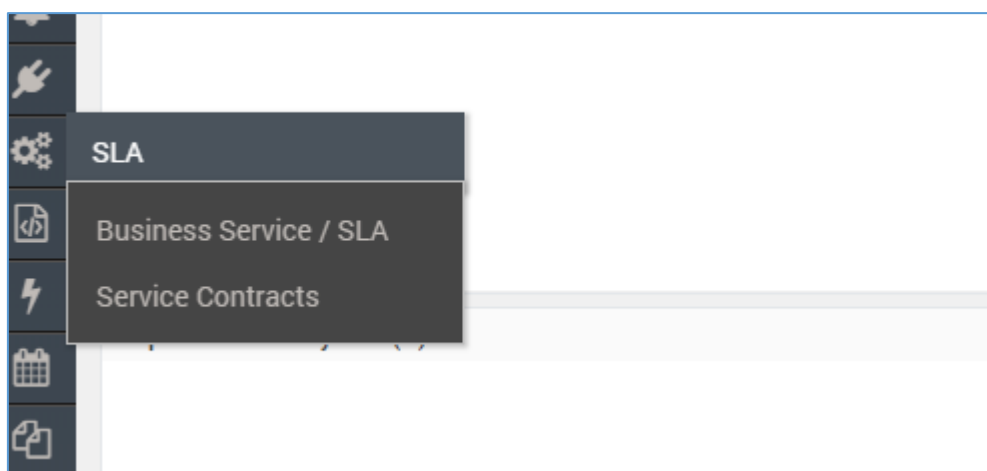- Business Service/SLA (Existing module)
- Contract Management (New module)

Relationships

- One 'Contract' can have Many 'Business Services'

3.1 Contract Management

Contract management menu is visible as 'Service Contracts' in Business Service section.
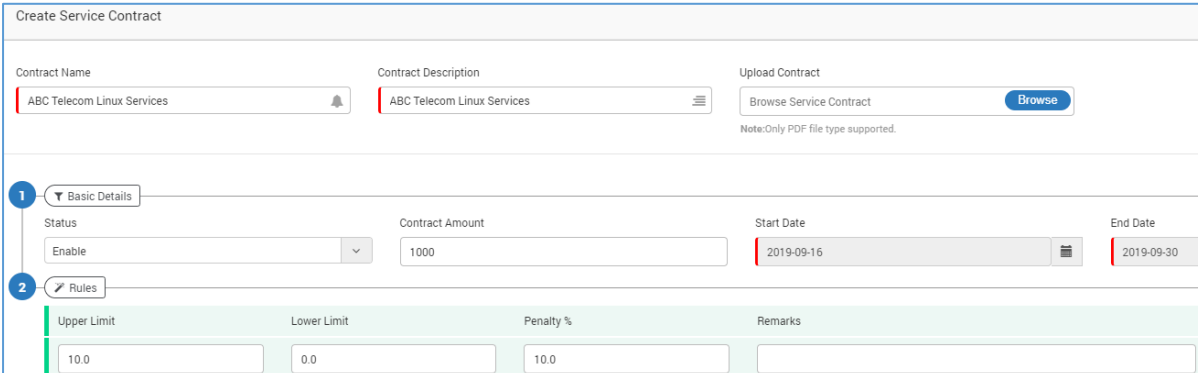

3.1.1 Fields

Contract Management has following fields:

- **Name**: (String) Name of the contract to identify it.

- **Contract Description**: (String) Detailed information about the SLA for other people to understand its worth.
- **Upload Contract**: Upload a document (digital copy) related to the contract.
- Status: (Drop-down) Enabled/Disabled
- **Contract Value**: (Decimal) the total amount of contract award.
- **Start Date**: Date on which the contract starts
- **End Date**: Date on which the contract ends
- **Upper Limit**: (Decimal) to set the upper limit of target value to calculate penalty.
- **Lower Limit**: (Decimal) to set the lower limit of target value to calculate penalty.
- **Penalty Percent**: (Decimal) to set the percentage of applicable penalty. This penalty will deduct from Price to calculate penalty value.
- **Remarks**: (String) You can put a remark/description/comment about the penalty.

'Lower Limit', 'Upper Limit' and 'Penalty Percent' appears in the group 'Rules'. A contract can have more than one rules.

Service Contract Add Page

3.1.2 Permissions

- **Add** - Admin users only
- **Edit** - Admin users only
- **View** - All users
- **Delete** - Admin users only

3.1.3 Dependencies

- **Currency Type** - The currency i.e. Rupee, dollar, Yang, Pound etc. is available in Admin > Global Settings. The currency is only for representation. Motadata do not do currency conversions.

3.2 Business Service/SLA

Business Service Module uses the Service Contract and compute the penalty. For this following modifications are made in the menu:

- A new 'Service Contract' drop-down on edit page to select the contract.

- 'Penalty %' and 'Penalty Value' fields on index and edit page of business service.

3.2.1 Fields

Following fields are added:

- **Service Contract**: (Drop-down) to select from the available service contracts
- **Penalty %**: Shows how much penalty is imposed on the SLA. The value is identified using underlying service contract.
- **Penalty Amount**: Shows actual value of penalty in currency. The value is derived using penalty %.

SLA Index Page

SLA Add Page - Add Service Contract

Service and SLA Details

Business Service	SLA Target	Achieved
Combine Nested SLA	**10**	**N/A**
Business Hour	SLA Type	SLA Status
24x7	**Daily**	`Enable`
Actions	SLA Contract	
N/A	**Nested SLA Contract - 1**	
Start Date/Time	Modified Date/Time	
30 Sep, 2019 12:00:00 AM	**25 Sep, 2019 10:39:29 AM**	
Compliance Time	Violation Time	
N/A	**N/A**	
Compliance Period		
N/A		
SLA Trend		
N/A		

Compliance Details	
Total Monitoring Time	N/A
Elapsed Time	N/A
Remaining Time	N/A
Time to Compliance	N/A
Time to Violation	N/A
Penalty %	N/A
Penalty Amount	N/A

SLA View Page - Shows Calculated Penalty and Hyperlink to see Associated Contract

3.2.2 Restrictions Imposed

For accurate calculations and keep them understandable, following restrictions are imposed.

- Once an SLA is created and associated with Service Contract, users cannot modify the business service KPI and thresholds.
- The penalty % and penalty value on business service index page will be visible only when a Service Contract is attached with the service.

4 Standard Operating Procedure

4.1 Steps to Create Service Contract

1. The administrator users can create service contracts.
2. Go to Business Service > Service Contract
3. Click on Create
4. Fill the basic details
5. Create a metric for penalty % computation. Make sure the upper and lower limits do not overlap.

4.2 Associate Contract with Business Service

1. Authorized normal users should follow the standard process to create business service.
2. In the drop-down 'Select SLA Contract', choose from existing SLAs.
3. Finish creating business service as normal process.

5 Reports

The reports for following shall be provided:

5.1 Business Service

- Business Service Report (including penalty % and penalty value: if applicable)

5.2 Audit

- Operation Type: 'SLA Contract Create' - Shows the 'create' audits of SLA contracts.
- Operation Type: 'SLA Contract Update' - Shows the 'update' audits of SLA contracts.
- Operation Type: 'SLA & Contract Relation' - Shows who associated/updated the contract in business service.
- Operation Type: 'SLA Contract Status' - Shows the status audits of SLA contracts like: active, inactive or expired.

Keep in touch

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