ITSM

C2 ITSM version 4.16.4

Service level agreement guide(SLA)

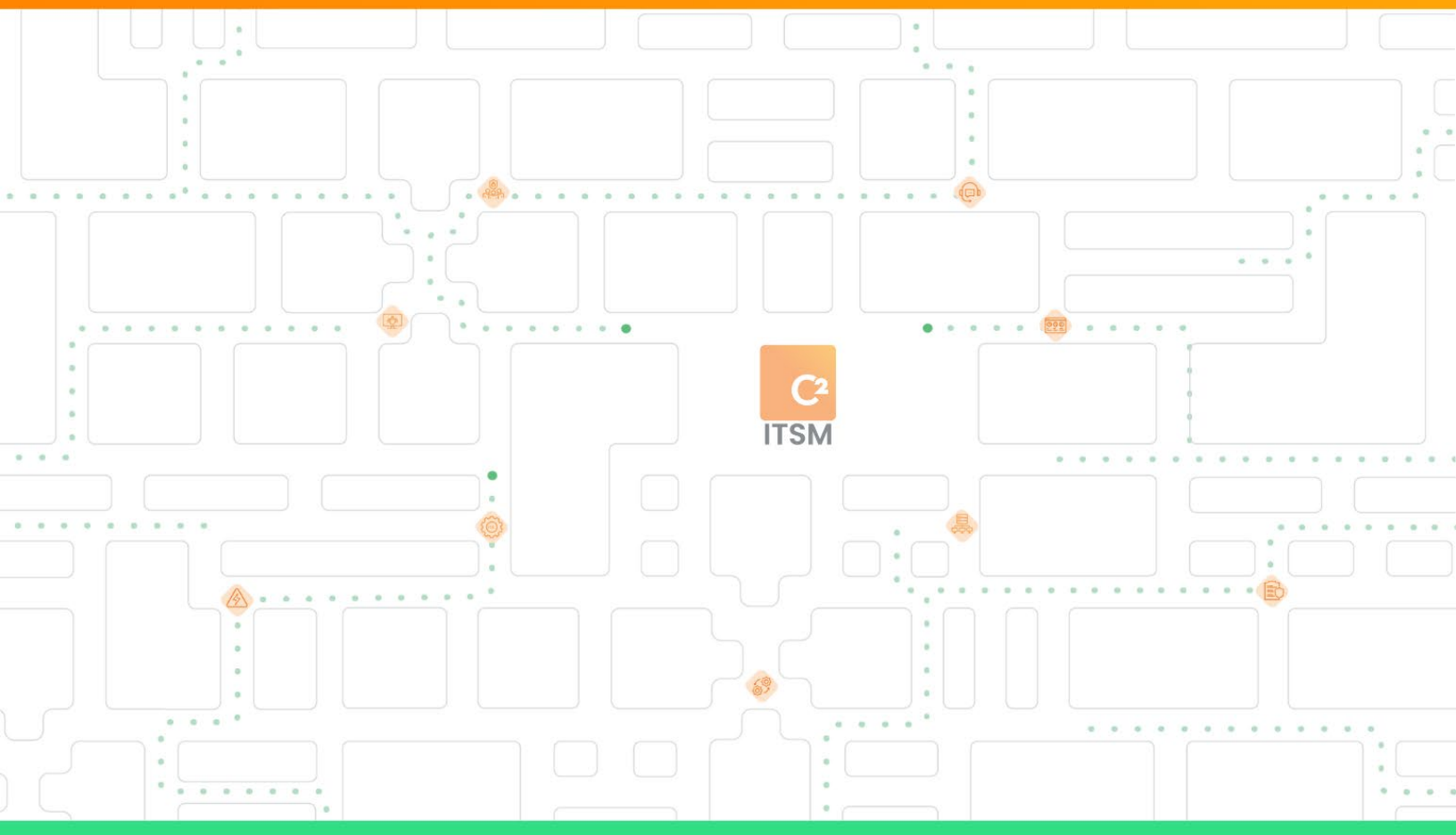


Table of Contents

1. Objectives

The SLA (Service Level Agreement) structure in C2 ITSM is developed to provide a clear and comprehensive reference on service level agreements (SLAs). It aims to:

1. Provide accurate and understandable definitions of the various SLA features.
2. Define, monitor and manage service levels in accordance with established agreements.
3. Ensure that all stakeholders have a consistent understanding of service commitments and expectations.
4. Improve communication between stakeholders by using common language and eliminating potential misunderstandings.
5. Minimize impacts when resolving issues.
6. Enhance customer satisfaction by setting clear expectations and providing transparency on service commitments.

2. SLO/SLA definitions

2.1. Service Level Objective (SLO)

A specific and measurable objective that outlines the performance or availability levels a service must achieve. The objectives represent more of a target for ticket processing rather than a formal commitment like service level agreements.

2.2. Service Level Agreement (SLA)

Represents a formal agreement between the service provider and the customer, detailing the expected service levels. It is presented as a priority table showing each priority level's response and resolution time, from P5, the least urgent, to P1, the most urgent.

3. Configuring SLAs in ITSM C2

3.1. Management - Priorities

3.1.1. Setting priorities

Priorities are established based on the impact and urgency of each type of request (Incident, Service Request, Problem, Project, Change Request), in accordance with the following priority matrix:

Priorities Definition

PRIORITY	NAME (French)	NAME (English)	RESPONSE DELAY		RESOLUTION DELAY	
1	P1	P1	60	Minute(s)	4	Hour(s)
2	P2	P2	4	Hour(s)	48	Hour(s)
3	P3	P3	12	Hour(s)	3	Days(s)
4	P4	P4	24	Hour(s)	5	Days(s)
5	P5	P5	48	Hour(s)	15	Days(s)

Note: The Impacts and Emergencies lists can be edited in Management - List Items.

Priorities Matrices

Incidents

	URGENCY			
IMPACT	Doesn't work	Workaround	Can work	Works sometimes
Single user	P5	P5	P5	P5
1-5 users	P2	P3	P4	P5
Department, service or 5 users+	P1	P2	P3	P5
Whole of organization	P1	P2	P3	P4

Service Requests

	URGENCY			
IMPACT	Doesn't work	Workaround	Can work	Works sometimes
Single user	P5	P5	P5	P5
1-5 users	P1	P2	P5	P5
Department, service or 5 users+	P1	P2	P3	P5
Whole of organization	P1	P2	P3	P4

Problems

IMPACT	URGENCY			
	Doesn't work	Workaround	Can work	Works sometimes
Single user	P5	P5	P5	P5
1-5 users	P1	P2	P5	P5
Department, service or 5 users+	P1	P2	P4	P5
Whole of organization	P1	P2	P3	P4

Change Requests

IMPACT	URGENCY			
	Doesn't work	Workaround	Can work	Works sometimes
Single user	P5	P5	P5	P5
1-5 users	P1	P2	P5	P5
Department, service or 5 users+	P1	P2	P4	P5
Whole of organization	P1	P2	P3	P4

Projects

IMPACT	URGENCY			
	Doesn't work	Workaround	Can work	Works sometimes
Single user	P5	P2	P5	P5
1-5 users	P1	P2	P4	P5
Department, service or 5 users+	P1	P2	P3	P5
Whole of organization	P1	P5	P5	P4

Note: Priority is set in each ticket, in the Prioritization section, and is displayed based on the established impact and urgency.

3.1.2. Priority according to the client's role

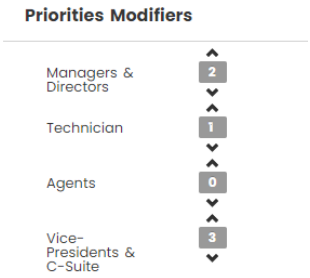
The next section allows you to configure a priority modifier to increase the priority based on the client's role. For example: a request from a vice-president may be considered more urgent than a request from an employee.

Modifiers allow you to apply an increase from 0 to 4. A modifier of 1 to 4 increases the priority level according to the determined number.

For example, a request whose impact and urgency generate a level 3 priority according to your priority matrix can have its priority changed depending on the customer's role:

- Customer role used with a modifier to 0 retains a level 3 priority.
- The VP customer role with a modifier to 2 gets a level 1 priority.

Role lists are editable in Manage List Items.



3.2. Management - Public holidays

If you set up working days based on defined days and times, it is crucial to set holidays each year in the Manage—Holidays section.
Adding the days one by one is important via the "+" button. It is advisable not to change an already established holiday, as this may affect the SLAs of existing tickets.

Public holidays are considered in the calculation of ticket response and resolution times. Here's how it works:

- If a ticket is created on holiday, the response and resolution times calculation will begin on the next business day/business hours, as per the settings in the Hours of Service section under "Other Settings."
- If a ticket is created before a public holiday and the latter is used in calculating the deadlines, the system will count all working days/hours before the public holiday and combine them with those following the public holiday, excluding the public holiday itself and non-working periods. Thus, the time counter spent on a ticket will be paused from the beginning to the end of the public holiday and during non-working days and hours.

3.3. Management – Other Settings

3.3.1. 2.1 Configuring Working Days/Hours

This section allows you to specify the days and hours of operation.

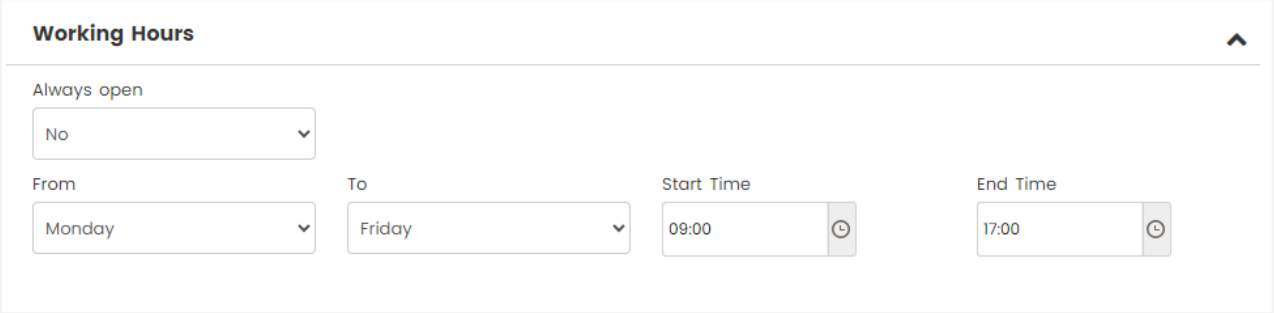
To properly apply response and resolution times to a ticket, it is necessary to configure service hours and holidays (see 3.2), allowing for greater SLA accuracy. Here are the options available:

Always open

If this option is enabled, the system will calculate the time spent on tickets continuously, 24 hours a day, 7 days a week, including weekends and holidays. The working days/hours section will then become read-only and cannot be edited.

Working days/hours

If the "Always Open" option is disabled, you will need to set the working days and hours in the corresponding section.



Example

Monday to Friday, from 8 a.m. to 4 p.m.

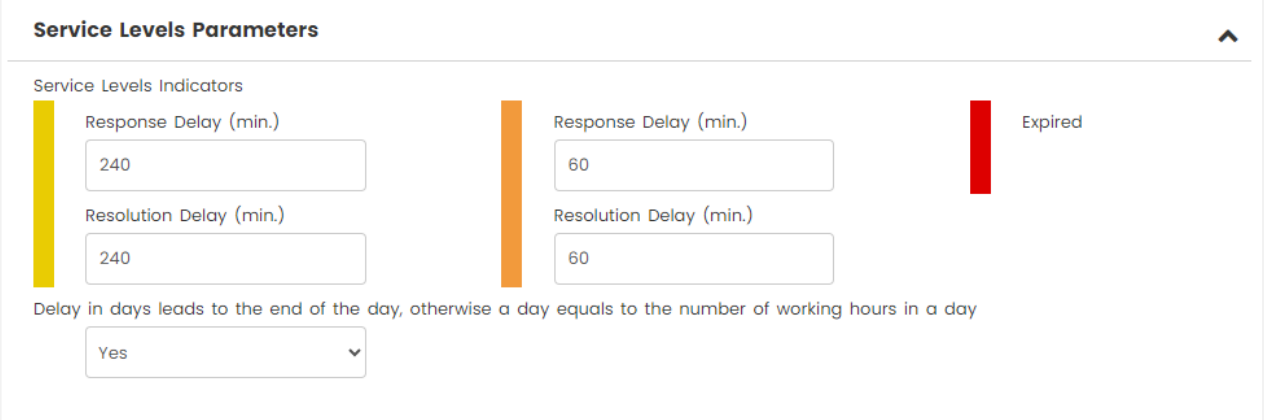
Outside of these hours, the timer is paused. The system will measure the time elapsed on a ticket since its creation, taking into account the defined working hours.

> *Note: It is currently not possible to set the lunch time between working hours.*

3.3.2. Service level settings

3.3.2.1. Service Level Indicators

By default, four color indicators are used in ticket management to achieve goals within the planned timeframe. This setting can be changed in the Advanced Settings – Service Level Settings.



In this example:

Green: Before setting priority, tickets show a green indicator in the grid and in the "Indicators" section. If the priority is set and the indicator remains green, it indicates that the calculated response or resolution time is greater than 240 minutes (4 hours). The associated numeric code in exports is "0".

Yellow: After setting the priority, if the response/resolution time indicator changes to yellow, there are 240 min or less left before the time limit set by the priority expires. The numerical code for the export of banknotes with the yellow indicator is "1".

Orange: With a priority set, if the response/resolution time indicator turns orange, there are 60 min or less left before the time set by the priority expires. The numerical code for the export of banknotes with the orange indicator is "2".

Red: When the priority is set and the response/resolution time indicator is red, it indicates that the time recommended by the SLAs has been exceeded. This setting cannot be changed. The numerical code for the export of banknotes with the red indicator is "3."

3.3.2.2. Option: Response time in days leads to the end of the day; otherwise, one day equals the number of business hours in a day

The calculated response and resolution time can be shifted to coincide with the end of a business day, as long as the response and resolution time is configured in days. To do this, the option "Response time in days must lead to the end of the day. Otherwise, a day equals the number of business hours in a day" in the Other Settings - Service Level Settings section is set to " Yes. " This will set the response and resolution time, calculated at the end time set in the "Working Days/Hours" section.

> *Note: If the response and resolution time is set in hours or minutes in the configuration, it will not affect the "Response time in days leads to the end of the day" option; otherwise, one day equals the number of business hours in a day. Whether or not this option is enabled will not force the response and resolution time to match the end of the business day.*

Example 1: Response Time / Resolution in Days

1. Always open "No", working hours: 8:00 a.m. to 4:00 p.m., Monday to Friday:

A ticket is created on Friday at 2:00 p.m.
The response time is 1 day, and the resolution time is 2 (working) days.

- If "Response time in days leads to the end of the day, otherwise a day equals the number of business hours in a day" in the Other Settings - Service Level Settings section is set to " Yes ":
  - In the post, the calculated response date displayed in the "response date" field is Monday at 4:00 p.m.
  - The calculated resolution date is Tuesday at 4:00 p.m.
- If the Time Limit in Days Leads to the End of the Day is set to "no":
  - The calculated response date is Monday at 2:00 p.m.
  - The calculated resolution date is Tuesday at 2:00 p.m.

2. Always open "Yes", work hours: 24/7 service (including weekends and holidays).

- A ticket is created on Friday at 2:00 p.m.

The response time is 1 day, and the resolution time is 2 days.

- If the Delay in Days Leads to the End of the Day is set to "yes":
  - The calculated response date is Saturday at 2:00 p.m.
  - The calculated resolution date is Sunday at 2:00 p.m.
- If the Time Limit in Days Leads to the End of the Day is set to "no":
  - The calculated response date is Saturday at 2:00 p.m.
  - The calculated resolution date is Sunday at 2:00 p.m.

Example 2: Response/Resolution Time in Hours

1. Always open "No", working hours: 8:00 a.m. to 4:00 p.m. Monday to Friday:

A ticket is created on Friday at 2:00 p.m.

The response time is 8 hours, and the resolution time is 16 hours (working).

- If the Delay in Days Leads to the End of the Day is set to "yes":
  - The calculated response date is Monday at 2:00 p.m.
  - The calculated resolution date is Tuesday at 2:00 p.m.
- If the Time Limit in Days Leads to the End of the Day is set to "no":
  - The calculated response date is Monday at 2:00 p.m.
  - The calculated resolution date is Tuesday at 2:00 p.m.

2. Always open "Yes". Hours of work: 24/7 service (including weekends and holidays).

A ticket is created on Friday at 2:00 p.m.

The response time is 8 hours, and the resolution time is 16 hours.

- If the Delay in Days Leads to the End of the Day is set to "yes":
  - The calculated response date is Saturday at 10:00 p.m.
  - The calculated resolution date is Sunday at 06:00.
- If the Time Limit in Days Leads to the End of the Day is set to "no":
  - The calculated response date is Friday at 10:00 p.m.
  - The calculated resolution date is Saturday at 06:00.

Example 3: Response Time / Resolution in Minutes

1. Always open "No", working hours: 8:00 a.m. to 4:00 p.m. Monday to Friday:

A ticket is created on Friday at 3:59 p.m.

The response time is 5 minutes, and the resolution time is 10 minutes (working).

- If the Delay in Days Leads to the End of the Day is set to "yes":
  - The calculated response date is Monday at 08:04.
  - The calculated resolution date is Monday at 8:09 a.m.
- If the Time Limit in Days Leads to the End of the Day is set to "no":
  - The calculated response date is Monday at 08:04.
  - The calculated resolution date is Monday at 8:09 a.m.

3. Always open "Yes", work hours: 24/7 service (including weekends and holidays).

A ticket is created on Friday at 3:59 p.m.

The response time is 5 minutes, and the resolution time is 10 minutes.

- If the Delay in Days Leads to the End of the Day is set to "yes":
  - The calculated response date is Friday at 4:04 p.m.
  - The calculated resolution date is Friday at 4:04 p.m.
- If the Time Limit in Days Leads to the End of the Day is set to "no":
  - The calculated response date is Friday at 4:04 p.m.
  - The calculated resolution date is Friday at 4:04 p.m.

Example 4: Holidays, Response/Resolution Time in Days

Always open "No", working hours: 8:00 a.m. to 4:00 p.m. from Monday to Friday:

A ticket is created on Monday, June 24 (public holiday) at 2:00 p.m.

The response time is 1 day, and the resolution time is 3 days.

- If the Delay in Days Leads to the End of the Day is set to "yes":
  - The calculated response date is Tuesday at 4:00 p.m.
  - The calculated resolution date is Wednesday at 4:00 p.m.
- If the Time Limit in Days Leads to the End of the Day is set to "no":
  - The calculated response date is Tuesday at 2:00 p.m.
  - The calculated resolution date is Thursday at 2:00 p.m.

Example 5: Holidays, Response/Resolution Time in Hours

Always open "No", working hours: 8:00 a.m. to 4:00 p.m. from Monday to Friday:

A ticket is created on Monday, June 24 (public holiday) at 2:00 p.m.

The response time is 7 hours and the resolution time is 14 hours.

- If the Delay in Days Leads to the End of the Day is set to "yes":
  - The calculated response date is Tuesday at 3:00 p.m.
  - The calculated resolution date is Wednesday at 15:00.
- If the Time Limit in Days Leads to the End of the Day is set to "no":
  - The calculated response date is Tuesday at 3:00 p.m.
  - The calculated resolution date is Wednesday at 15:00.

3.4. Management – Configuring the CMDB – categories – services

The working days/hours can be customized at the service catalog level through the menu Management—CMDB Configuration—Category—Service.

- You must then create a custom field in this category, such as a "time slot", then you have 2 choices in the selection of working days/hours:
    1. Select the days and hours of service (start-end) in 'Management – CMDB Configuration – Category – Service'. This will distribute these schedules to all services in the default service catalog.

> *Notes: A day can be chosen only once.*
>
> *If the time range is changed at the source, it will affect all services in 'Management – Services' unless schedule customization has been established at the service level. In this case, even if a change is made at the source, it will not apply to services with custom schedules in 'Management – CMDB Configuration – Category – Service'.*
>
> *If the 'time range' field is removed from the 'CMDB-Services' configuration, the services will lose their schedules and disappear from all services.*
>
> *The day/time configuration previously established in 'Management—CMDB Configuration' will be lost if the same field is re-entered. The schedules will then need to be reconfigured.*

2. In Management—Services, select the days and hours of service (start-end) at the level of each department. This will give more precision to each service.

Note: These settings allow you to override the days set in the advanced settings and refine SLA calculations, but they don't set break times.

A day can only be selected once.

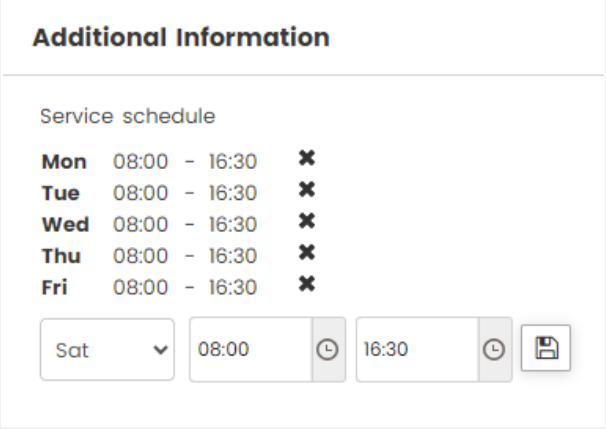
If a time slot is changed for a specific service, the change will not be reflected in the service if a change has been made in the 'CMDB—Category—Service' configuration and the service has a custom time slot.

If the time range field is removed from the 'CMDB-Category—Service' configuration, the services will lose their custom time slots.

If this field is reinstated, each department will find its custom time slots, regardless of the configurations made in 'Management - CMDB Configuration - Category - Service'.

Important

- In the two configurations mentioned above, if we change the schedules at the source in 'Management—CMDB Configuration—Category—Service', the update will not be reflected in 'Management—Services'. Therefore, it would be necessary to review each department to make the change.
- If the time range field is removed from the services category in **CMDB Management - Configuration -** Category - Service, the services will lose their assigned schedules. However, if this same field is added later, the schedules in 'Management – Services' will retain the information from the previous time slots, provided that a customization has been made in 'Management – Services'.



3.5. Management – Requests

3.5.1. Advanced Application Configuration Section

Impact/Emergency

- The impact and urgency can be defined per request. When the ticket is created, the priority will be set according to the impact and urgency previously defined in the request's advanced configuration.
- If nothing is defined in this section, the SLA will follow the general parameters set in the post based on the priority matrix in Management – Priority.

Response time

- It is possible to force a response time for each request. What will be put as time will be considered at the ticket level and will ignore the response time defined in the priority matrix.
- Regardless of the priority set in the ticket, the response time will be the one defined in the request's advanced configuration. If this time is missing, the time set by the priority will be considered in the ticket.

Resolution time

- It is possible to force a resolution time for each request; what will be put as a time will be considered at the ticket level and will ignore the resolution time defined in the general priority matrix.
- Regardless of the priority set in the ticket, the response time will be the one defined in the request's advanced configuration. If this time is missing, the time set by the priority will be considered in the ticket.

Hours of service

- When creating a ticket for the request in question, if a parameter is set in this box, it will override the general hours of service configuration in Advanced Settings.

3.5.2. Service Level Section:

- By checking the "Edit" box, it is possible to change the priorities of the request and force the response and resolution time only for this request. In this case, if a priority is set on a ticket, its response and resolution time will result from the request's priority matrix. The modified field must remain selected for the system to support this information.

Important

- If a customization of the response and resolution time has been made, as well as the impact and urgency, it is this specific time that will be considered in a post, and not that of the **Management-Priority**.
- If a customization has been made in the service level section of the request, it is the priority matrix specific to this request that will be considered in a ticket, and not the Priority **Management one**.
- It is not possible to set the configuration in the advanced settings section of the request (Impact – Emergency – Response Time – Resolution Time) and the service level at the same time. You can only change one at a time, and if one is changed, the other will go into read-only mode until the first one is reset.

4. Applying SLA in a ticket

4.1. Priority in a ticket

The priority field in a post is read-only and can't be edited. It appears that the impact and urgency are set in the "Prioritization" section of the post.

Priority is defined according to several options, in order of priority:

1. In the Manage – Requests menu, if an impact and urgency are specified in the advanced configuration, they will be displayed in the ticket, and priority will be assigned as soon as the ticket is created. This priority will be determined based on the combination of impact and urgency in the overall priority matrix, which can be found in Management – Priorities, and will vary depending on the ticket type.
2. If no impact and urgency configuration is applied at the advanced request configuration level, the priority of the ticket will be set according to the impact and urgency selected by the resource, according to the overall priority matrix of Management – Priorities, and will depend on the type of ticket.
3. Client Role: The requester role can be set to increase the priority by one or two levels, as configured in Management – Priorities – Priority Modifiers.

> *Note: If an automation process is set up to set the impact value and/or urgency, it will override all previously defined parameters, and the new parameter will be set according to the process's actions.*

4.2. The level of service section in a ticket

This section is used to display the response and resolution time according to what is configured in order of priority in request customization, response time, and resolution, then according to the priority in the request matrix or finally according to the general priority matrix.

It also calculates the response or resolution date suggested by the SLA based on the response or resolution time.

Here's a detailed explanation of how each parameter is displayed and calculated:

4.2.1. Response time

This is the recommended time to take charge of the ticket from its creation date. This time is defined either in days/hours/minutes, depending on the following parameters in the defined order of priority:

1. If in the "advanced configuration" section of the request in question, the response time has been defined, it is this time that will be displayed in the ticket as soon as it is opened before it is saved.
2. If nothing is configured in the "Advanced Configuration" section of the request, the ticket's response time will be displayed based on what has been configured in the "service level" section.
3. If no custom configuration has been made to the request, the response time will be displayed based on what has been configured in Management – Priorities – Prioritization.

4.2.2. Resolution time

The time recommended by the SLA to resolve a ticket is calculated from the date it was created. Based on a hierarchy of predefined parameters, this delay can be set in days, hours, or minutes.

1. If a specific resolution time is configured in the "advanced configuration" section of the request, it will appear in the ticket as soon as it is opened and before it is saved. Still, it will only be effective after the ticket is created.
2. If no resolution time is set in the "advanced configuration" section, then the ticket will display the time set in the "service level" section of the request.
3. In the absence of any custom configuration, the ticket will indicate the resolution time based on the prioritization section in the **Manage - Priorities menu.**

Notes: If the response/resolution time is set according to the priority and not according to the personalization of the request, when the impact/urgency changes, the response/resolution time will be impacted. Then, the new response/resolution time is displayed according to the new priority set on the ticket following the request customization matrix, if not the general matrix.

If the response/resolution time is injected into the ticket directly from the request customization to the change in priority, the new response and resolution time will be injected into the ticket.

If the response or resolution time is changed in the request customization, it will only affect new tickets created after that change or tickets whose priority has been changed.

4.2.3. The date of prioritization

This is the first date and time to set priority on the ticket. This date will remain unchanged even if the priority is subsequently changed.

4.2.4. Calculated response date

This is the date calculated according to the response time, from the ticket creation to its collection. This date is directly related to the response time. If the response time changes, the response date recalculates based on the new response time.

When calculating the calculated response date, days outside of the service days/hours defined in Other Service Settings and Configuration in CMDB and holidays configured in C2 are excluded from this calculation.

4.2.5. Calculated resolution date

This is the date calculated according to the resolution time, from the creation of the ticket to its resolution, this date is directly related to the resolution time. If the resolution time changes, the resolution date is recalculated based on the new resolution time.

When calculating the calculated resolution date, days outside of the service days/hours defined in other settings, service configuration in CMDB, and holidays configured in C2 are excluded from this calculation.

4.2.6. Actual response date

The date and time when the ticket is set to "classification" status is what is configured in the default system. Once the date is set, this field will not be changed even if the priority changes.

Changing the Actual Reply Date Status in Manage–Ticket Types is possible.

Once the actual response date is in place, if the status downgrades and then reverts a second time to the status of the actual response date, it will not be impacted and will

still display the same first response date.

The actual response date is also used in reports to determine how long it has taken to support the ticket since its creation. It can be compared to the response date calculated by the SLA to identify tickets that missed the deadline.

4.2.7. Actual Resolution Date

The date and time when the ticket is set to "resolution" status for incidents and "implemented" status for service requests and changes. After that, this field will not be changed even if the priority changes.

Changing the Actual Resolution Date Status in Maintenance – Ticket Types is possible.

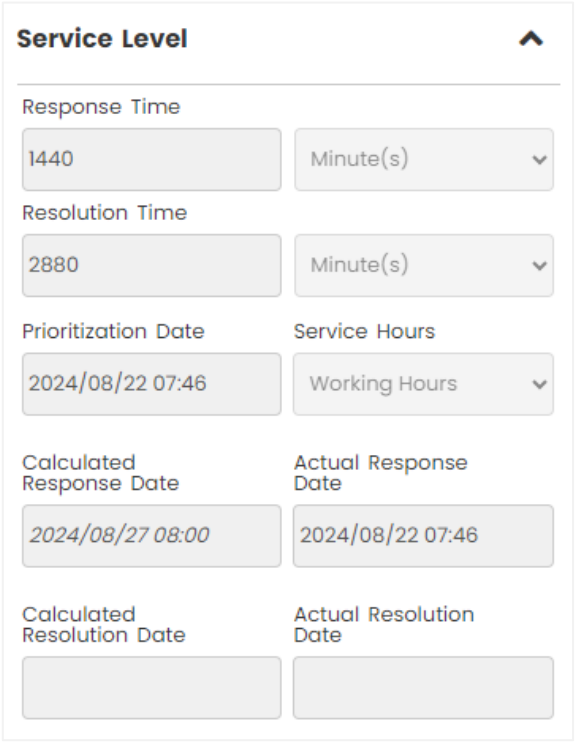
Once the actual resolution date is in place, if the status downgrades and then reverts a second time to the status of the actual resolution date, it will not be impacted. It will still display the same first actual resolution date.

The actual resolution date is also used in reports to determine how long it has taken to resolve the ticket since creation. It can be compared to the resolution date calculated by the SLA to identify tickets that are not resolved on time.

4.2.8. Desired resolution date

It is possible to assign a desired resolution date to a ticket. This date will appear in the indicators section to show the time remaining until the desired resolution date and on the ticket grid.

However, the desired resolution date will not affect the calculation of time spent on the ticket or SLA agreements unless it is used as a reference for the calculation compared to the estimated resolution date, at which point this date will be taken into account.



4.2.9. Indicators

Response time

Once the ticket's calculated response date is set, the time indicator will display the days, hours, or minutes remaining before the SLA's recommended time limit expires until the ticket is picked up.

If the ticket is classified (supported) before the counter expires, the response indicator will display a " ✓ " symbol to indicate that the time recommended by the SLA is being met in the ticket pickup.

If this time expires, the response time indicator will show an "x" symbol indicating the allotted time has elapsed. After that, even if there is a change in priority, the indicator will remain expired.

The indicator is also colour-coded and follows the same colour logic (refer to section 3.2.2.1 for service level indicators).

Resolution time

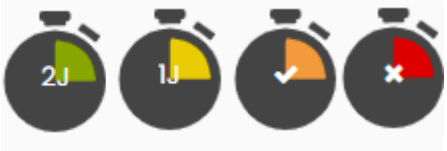
Once the ticket's calculated resolution date is set, the time indicator will display the days, hours, or minutes remaining before the SLA's recommended time limit expires until the ticket is resolved.

If the ticket is resolved before the counter expires, the indicator will display a " ✓ " symbol to indicate that the ticket has been resolved within the time frame recommended by the SLA.

If this time expires before the ticket is resolved, the resolution time indicator will show an "x" symbol indicating the allotted time has elapsed. After that, even if there is a change in priority, the indicator will remain expired.

The indicator is also colour-coded and follows the same colour logic (refer to section 3.2.2.1 for service level indicators).

> *Notes*
>
> *The response and resolution indicator counts the remaining time in real-time and not in working days. If the ticket is created one minute before the end of the workday, and the response/resolution time is more than one minute, the indicator will show "1J"*
>
> *If a desired resolution date is set, the resolution time indicator will display the time based on that date and the color associated with that time.*
>
> *If the allotted time expires before the ticket is resolved and the desired resolution date is reached, it will not affect the counter, and the ticket will still be considered expired.*



4.2.10. Changing priorities

When changing the priority in a ticket, the response and resolution date will be recalculated according to the new priority, counting from the date the ticket was created. The time worked before the priority change will also be considered.

4.2.11. Interruption begins

It is possible to pause a ticket's timer by changing its status. This action is conditioned by pre-configuring the state selected in the Manage—List Item—Ticket Status section so that the service level option is set to "YES" to interrupt the response date, calculated resolution, or desired resolution.

4.2.12. End of the interruption

At the end of the ticket pause/pause, returning the status to "in progress" will automatically restart the response time and resolution counter and display the new calculated response date, calculated resolution, or desired resolution by adding the interruption time on the ticket.

4.2.12.1. Interrupting response time

Interrupting the response time of a ticket is feasible if the status has not yet expired, i.e. the calculated response date has not been reached. To do this, you must configure this option in the **List Item Management section** under the **Ticket Status** option. It is necessary to choose the list item for the trap or to create a new one. Next, set the **Pause calculation of the calculated response date option** to yes.

If the response setting in the status configuration is set to "YES," selecting this status in the ticket will pause the calculated response time counter, and the calculated response date will be cancelled. This action is only possible if the calculated response date has not yet been reached.

4.2.12.2. Interruption of calculated resolution time

The resolution timeout for a ticket can be paused if the status has not reached "resolution/implementation", the resolution timeout has not expired, and the actual response date is not populated. To enable this pause, you must configure this option in the **List Item Management section** under the **Ticket Status** option. Select or create a new list item appropriate for the outage, and then choose the Pause **calculation of the calculated resolution date option** to "YES."

If the calculated resolution setting in the state configuration is set to "YES," selecting this status in the ticket will pause the SLA calculated resolution time counter, and the calculated resolution date will be cancelled. This action is only possible if the calculated resolution date has not yet been reached and the ticket has not expired.

4.2.12.3. Interruption of the desired resolution time

It is possible to pause the desired resolution time for a ticket if the status has not reached "resolution/implementation", the time limit has not expired, and the actual resolution date is not specified. To do this, you must configure this option under the Ticket Status option in the List Item Management section. Choose the appropriate list item for the pause or create a new one, and then set the **Pause calculation of the desired resolution date option** to yes.

If the desired resolution setting in the status configuration is set to "YES," selecting this status in the ticket interrupts the timer for the SLA desired resolution time and resets the desired resolution date. This action is only possible if the calculated resolution date has not yet been reached and the ticket has not expired.

Important

- Both counters pause when the ticket status changes, provided the ticket has been configured in Manage – List Item – Ticket Status with the Response/Resolution Time Interruption indicator set to yes.
- During an interruption, the resolution date is cancelled, which is not visible in the post but remains in the database.
- It is possible to have multiple interruptions on the same ticket.
- The calculated response date field will be recalculated only if the calculated response date is not reached/expired.
- The calculated and desired resolution date field will be recalculated only if the calculated/desired resolution date is not reached/expired.

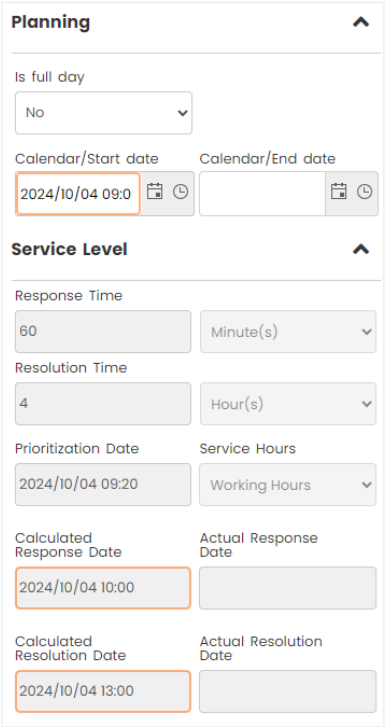
- The response time indicator tracks the newly calculated response date and displays the time remaining to reach it.
- At the end of the outage, the resolution time indicator will display the new desired resolution date if it exists; otherwise, it will be according to the calculated resolution date and indicate the time remaining to reach it.
- If the ticket is in classification status, the response time indicator will be validated and will not change in case of interruption. Even if the calculated response date is recalculated, the time indicator will not follow.
- If the ticket is in resolution/implemented status, the resolution time indicator will be validated and will not change in case of interruption. Even if the calculated/desired resolution date is recalculated, the time indicator will not follow.
- The indicator's colour will follow the desired/calculated resolution date, even if the ticket has been resolved.
- Upon the first interruption or expiration of the allotted time, the calculated response/resolution date will be italicized to indicate that this field has been changed or the ticket has expired.

4.3. Calculating time limits

4.3.1. Conditions for starting the calculation of time limits

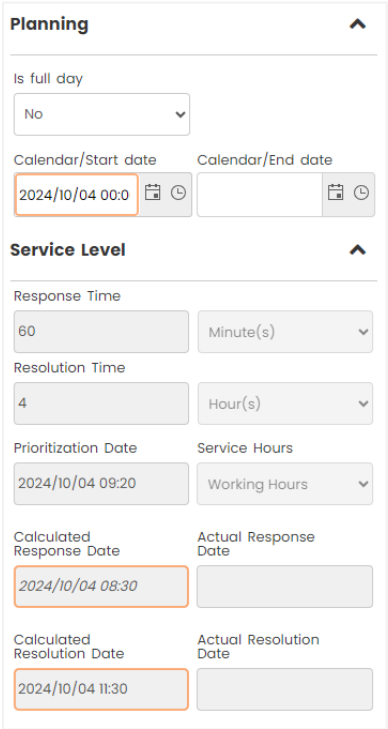
Two counters are automatically initialized on the date the ticket is created. No changes are possible at this level unless the "start date" in the "planning" section is entered. In this case, this date will be used to calculate the calculated response and resolution date. Here are the possible options for planning and the result on the ticket:

1. If the "all day" setting is set to "No", the "scheduling" section will display the date and time of the start of the time calculation on the ticket. The calculated response and resolution date will be calculated based on the **business** hours entered in the scheduling section.

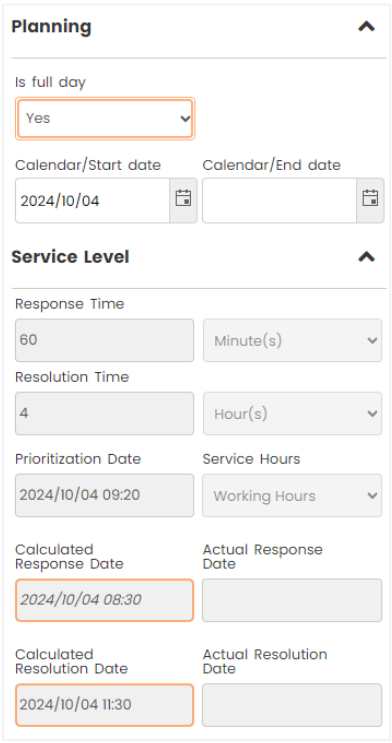


2. If the "all day" setting is set to "No," the scheduling section will display the date and time the time calculation started on the ticket.

   For example, the time entered in the "Planning" section is not working, so the calculated response and resolution time will be based on the business hours entered in Manage—Other Settings—Working Hours.

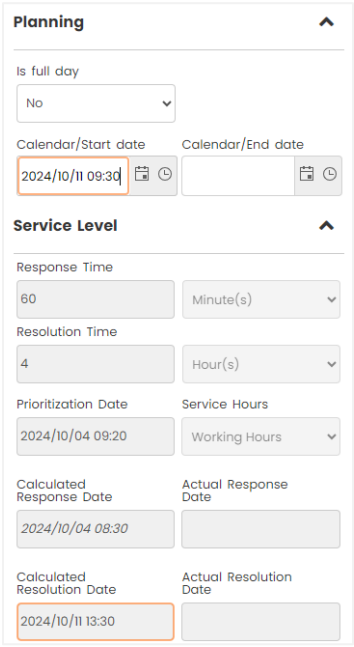


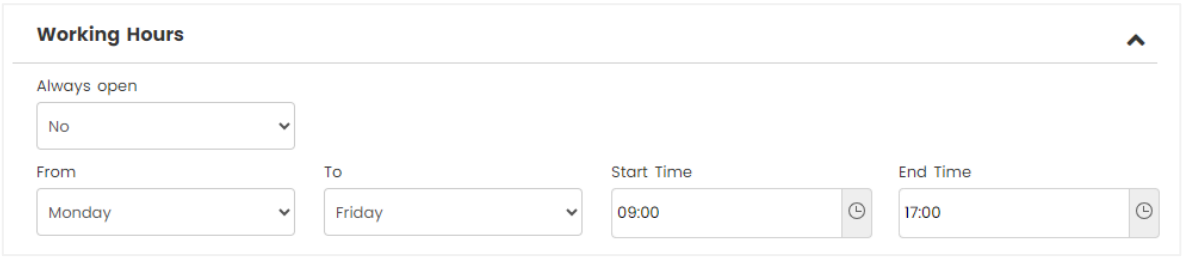
3. If the "all day" setting is set to "Yes", the scheduling section will only show dates. The response and resolution date will be calculated based on the hours configured in Manage – Other Settings – Working Hours.



Note

If in "Management – Other Settings – Service Level Settings", the setting "Delay in days leads to the end of the day, otherwise a day equals to the number of working hours in a day" is set to "Yes", then adding an hour in the ticket scheduling section will not affect the response and resolution time set in days. The calculated response and resolution date will always be set at the last business hour.





4.3.2. Conditions for stopping the calculation of time limits

The first counter is designed to measure the response time of a ticket and stops when an actual response date sets in. By default, three steps must be completed for the counter to stop:

1. The ticket must be set to classification status, which can be changed by request type in the Manage–Ticket Type section.
2. Set ticket priority. This setting can also be changed.
3. The ticket must be assigned to a specific group or resource.

The second counter is designed to measure the resolution time of a ticket and stops when the ticket is set to the resolved/implemented status. By default, three steps must be completed for the counter to stop:

1. The ticket must be in resolution/implemented status, which can be changed by request type in the Manage—Ticket Type section.
2. Technical and customer resolution must be defined in the "resolution" section for incidents. This setting can also be changed.

4.3.3. Conditions for starting the interruption of the calculation of time limits

As soon as the ticket status is interrupted, the response time counter, as well as the calculated and desired resolution counter, will be interrupted automatically.

4.3.4. Conditions for stopping the interruption of the calculation of time limits

The response time counter will automatically restart as soon as the status is returned to a non-disruptive state, such as "in progress" if the ticket is not in the "closed" / "Classification" status.

The resolution time counter will automatically restart as soon as the status is returned to a non-disruptive state, such as "in progress" if the ticket is not in the "closed" / "resolved" / "implemented" status.

4.3.5. Calculating the actual time spent on a ticket

This calculation is done with a report, which will count the delay from the date and time of creation to the date and time of resolution/implementation of the ticket, removing the interruption delay.

5. Reports

C2 ITSM allows you to generate detailed SLA (Service Level Agreements) reports to ensure optimal performance and compliance with service commitments. Here are the types of custom fields to use to pull data from the database, as well as the SLA reports we can produce:

5.1. Custom fields affected by SLAs

Field on the ticket	Matching in the database	Description
Creation date	CreatedDateTime	The date the ticket was created
First assignation	FirstAssignationDate	The date the ticket was first assigned
Implementation date	ImplementationDate	The date the ticket is marked as resolved
Downtime length	DueDateWaitingTime	Total Interruptions
Prioritization date	PrioritizationDate	The date the ticket was prioritized
Response time	ResponseTime	This field contains the attribute (for information) that represents the response time determined for this type of request. This impacts the performance indicator, which can be displayed as a column in the "Tickets" tab.
Resolution time	ResolutionTime	This field contains the attribute (for information) that represents the resolution time determined for this type of request. This impacts the performance indicator, which can be displayed as a column in the "Tickets" tab.
Prioritization date	PrioritizationDate	This field contains the date and time recorded by the system when an "impact" and "emergency" are selected to determine a ticket priority.

Hours of service		Contains working hours based on the service level settings applied by your administrators.
Calculated response date	TakingChargeDate	This displays a date and time calculated based on the priority and response service levels listed in the priority settings.
Actual response date	ResponseDate	Displays the actual date and time recorded when the ticket was picked up.
Calculated resolution date	DueDate	Calculated based on the priority and response service levels listed in the priority settings
Actual resolution date	ResolutionDate	Displays the actual date and time recorded when the ticket was resolved.
Desired resolution date	SelectedDueDate	As a resource, you can set the desired resolution date.

5.2. Example of an indicator to track with reports

5.2.1. Response Time Reports

This report evaluates the interval between receipt of the ticket and its actual response date. By default, the actual response date is completed when the ticket is put in the status classified, prioritized, and assigned to a resource.

Examples

- Average response time.
- Maximum and minimum response time.
- Average time to prioritization.
- Number of tickets answered within SLAs.
- Number of tickets exceeding SLAs' recommended response time

5.2.2. Pick-up Time Report

This report calculates the time it takes for a ticket to be assigned to a team member after it is created.

Examples

- Average time to summons.
- Maximum and minimum summons time.

5.2.3. Prioritization Report

This report calculates the time it takes for the ticket to be prioritized since its creation date.

Examples

- Average time to prioritization.
- Maximum and minimum prioritization time.

5.2.4. Resolution Time Report

This report calculates the resolution time of a ticket from the creation date until it is put in the resolved status.

Examples

- Average time to resolution.
- Maximum and minimum resolution time.
- Number of tickets resolved within SLAs.
- Number of tickets exceeding the SLA's recommended resolution time

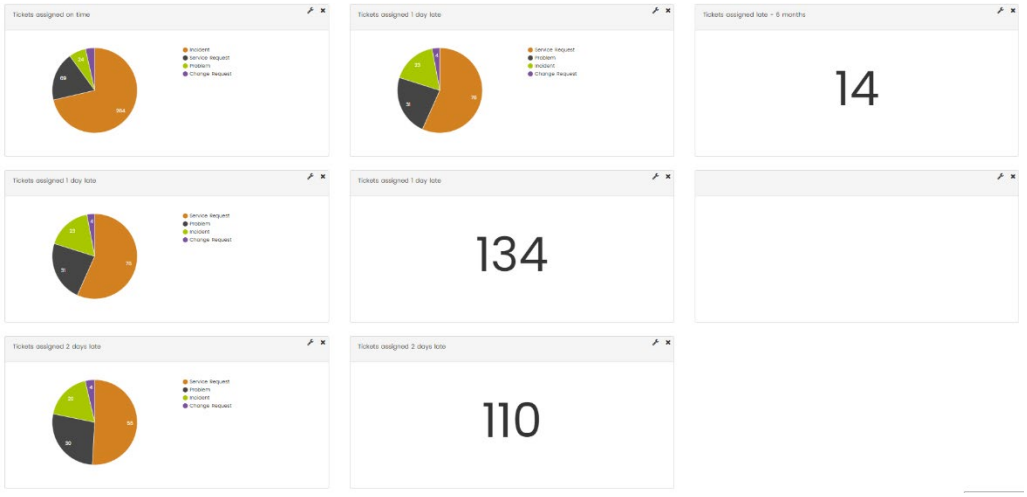
Important

- It is possible to add input parameters that will serve as a filter to customize the result of the report, here are some examples of filters to use:
- By ticket type: Filter the display by incident, service request, problem.
- By Category / Service / Request: Filter the report result and select a specific category that can serve as a department to display the custom report only in that category, department or request.
- By Queue or Group: Filter the results by queue or security group assigned to the ticket.
- By Resource: Select one or more resources at a time to view the report based on your choice of resources.
- By Customer / Company.
- By any other custom field: list, Ci, client, etc.

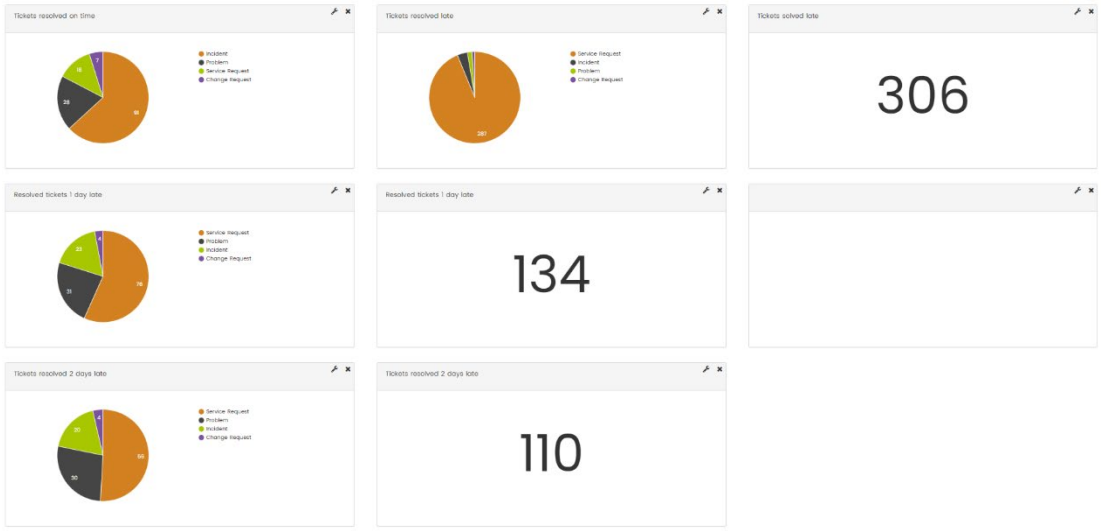
6. Dashboards

C2 ITSM allows you to generate SLA (Service Level Agreements) dashboards to ensure optimal performance and compliance with service commitments. The custom field types remain the same as those considered in reports. Here are some examples of SLA dashboards with C2 ITSM.

6.1. Pick-up time



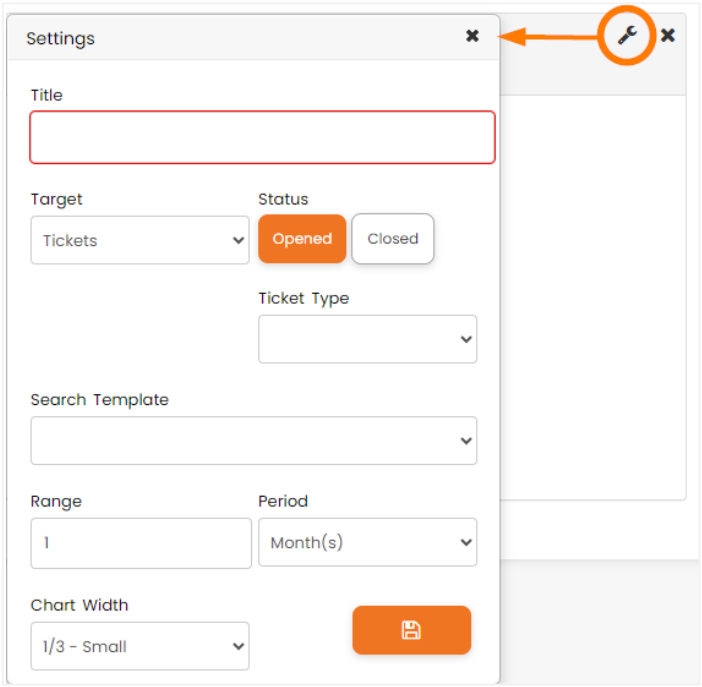
6.2. Resolution time



6.3. Customization of settings

It is possible to customize the parameters in each graph, grouping them by type of ticket, category, queue, resource, etc.

It is also possible to change the period to display a display according to a period of one day, one month, one year...



ITSM

With C2 ITSM, manage your IT services your way with an intuitive solution that adapts to your unique processes.

C2 ITSM: Your IT your way.