

Service Level Management (SLAs)

Define and track SLAs with real-time monitoring, automated alerts, and performance dashboards to ensure consistent, high-quality service delivery.

Specification

SKU	IT-ITSM-SLA
Solution area	IT Service Delivery
Works with	Service Desk & Request Portal, Incident Management, Problem Management, Knowledge Management, Enterprise Assets & Structure
Updated	Sep 26, 2026
Datasheet	v1.0

What it is

Service Level Management is the process of defining, monitoring, and improving service performance against agreed targets such as response and resolution times. It enables organizations to ensure consistent service delivery, meet expectations, and continuously improve service quality.

SmartSuite's Service Level Management software provides a structured, scalable system to define, monitor, and improve service performance across your organization. It enables teams to move from reactive service delivery to a performance-driven model with clear expectations and measurable outcomes.

With a centralized system of record, teams can establish SLAs, track performance, and ensure service commitments are consistently met.

Core capabilities

SLA Definition & Management

Define service level agreements for different services, priorities, and user groups.

Response & Resolution Tracking

Track response times and resolution times against defined SLAs.

SLA Monitoring & Alerts

Monitor SLA performance in real time and trigger alerts for potential breaches.

Service Performance Dashboards

Visualize SLA compliance, trends, and performance metrics.

Priority & Escalation Management

Automatically escalate tickets based on SLA thresholds and priorities.

Multi-Service Support

Manage SLAs across IT, HR, facilities, and other service teams.

Workflow Integration

Apply SLA tracking across service desk, incident, and request workflows.

Reporting & Analytics

Generate reports on service performance and compliance.

Role-Based Access Control

Ensure appropriate visibility and access to SLA data.

The Service Level Lifecycle

Step 1 Define SLAs Establish service level targets based on service type and priority.	Step 2 Monitor Performance Track real-time performance against SLA targets.	Step 3 Alert & Escalate Trigger alerts and escalate when SLAs are at risk.	Step 4 Analyze Trends Identify patterns and performance gaps.	Step 5 Improve Service Delivery Optimize processes to improve SLA compliance.
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Who it is for

Service Desk Manager Tracks SLA performance and ensures service commitments are met.	IT Operations Lead Oversees service delivery and performance across systems.	Support Agent Works within SLA targets to resolve tickets efficiently.
Business Operations Leader Monitors service performance across departments.	Compliance Manager Ensures service commitments align with requirements.	Executive Leadership Reviews service performance and operational effectiveness.

Works with

Service Desk & Request Portal Tracks SLA performance across requests and tickets.	Incident Management Monitors incident response and resolution times.
Problem Management Improves long-term service performance.	Knowledge Management Supports faster resolution and SLA compliance.
Enterprise Assets & Structure Provides context for services and ownership.	

Built differently. Service Level Management (SLAs) runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Service Level Management (SLAs) configured for your organization, or read the full product entry at smartsuite.com/products/service-level-management-slas.

Schedule a demo