INOVE

SOLUTIONS THAT TRANSFORM

QUICK GUIDE

AMS: what to demand in an SLA

The clauses that separate real application support from a ticket desk — and the questions that expose the difference before you sign.

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AMS is not a help desk with a new name

Application Management Services exist so your team can **stop** firefighting — not so the fires get logged more neatly. The difference between a contract that delivers that and one that merely outsources the queue lives in specific clauses. This guide lists the ones that matter.

The three models, one line each

Model	How it charges	Who it serves
Per ticket	Ticket volume	Small, stable environment. Careful: it rewards the problem existing.
Dedicated squad	Monthly capacity	Living environment, with projects and support mixed
Per outcome	Agreed indicator	High maturity on both sides; demands clean measurement

> **The incentive test:** always ask yourself "does the provider earn more when the problem exists or when it disappears?". A per-ticket contract without a reduction target pays for the fire to keep burning.

What the SLA must measure (and what is useless)

First response time is easy to meet and says nothing — an automated "we got your ticket" meets it. Demand time to **restore** and time to **definitive fix**, per severity, with the clock stopping only for justified, visible reasons.

THE CLAUSES

What needs to be in writing

Severity and deadlines

Severity	Example	Restore	Fix
1 · Down	Billing stopped, payroll does not run	2–4 h, 24×7	72 h
2 · Degraded	Critical process slow or with workaround	8 business hours	5 days
3 · Annoyance	Isolated error with an alternative	24 business hours	15 days
4 · Question/improvement	Adjustment, report, question	—	Prioritized backlog

The clauses the ticket desk will not offer

- ✓ **Recurrence reduction target:** a repeated incident becomes a problem with root cause and deadline, not a new ticket
- ✓ **Continuous improvement hours** inside the monthly fee — support that only reacts never improves anything
- ✓ **Your knowledge base:** documentation in YOUR environment, not in the provider's wiki
- ✓ **Proactive monitoring** that alerts before the user — jobs, interfaces, certificates, queues
- ✓ **Exit transition:** handover scope, deadline and cost written BEFORE you need them
- ✓ **Penalty AND bonus:** a fine for missing the SLA, and recognition for stability targets met

AT THE TABLE WITH THE PROVIDER

Seven questions that expose the difference

1. **"Who will support me: a team that knows my environment, or whoever is free?"** — full rotation restarts the learning with every ticket.
2. **"What was the last root cause you eliminated for a client?"** — whoever only closes tickets has no answer.
3. **"What do you monitor without me asking?"** — proactivity is demonstrated, not promised.
4. **"How does the SLA clock stop, and who sees it?"** — an invisible clock is a fake SLA.
5. **"Which indicator of YOURS gets worse if my environment gets worse?"** — incentive alignment in one sentence.
6. **"What does the exit look like?"** — whoever makes the answer difficult will make the exit difficult.
7. **"Can I talk to a customer my size?"** — a real reference, not a logo on a slide.

> **Red flags:** SLA on first response only · an hour allowance that expires monthly · "improvement" always billed separately · a monthly report that is just a ticket count · a service review without an action plan that has owners and dates.

The next step

This guide gives you the criteria. Applying them to your environment — your systems, your contracts, your deadline — is a one-hour conversation with people who do this every week.

To go deeper, at the **Inove Academy** (inovesolutions.com/en/inove-academy-en): the **AMS** infographic · support articles on the blog

Talk to Inove about supporting your environment: **inovesolutions.com/en/contact** · **contato@inovesolutions.com**