



## **V6.09 Training Manual**



## **Service Level Agreements (SLA)**



# Find the freedom to focus on what matters with Nimbus

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## Document Information

<b>Author</b>	Phil Ivamy
<b>QA</b>	
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## Overview

### The Nimbus SLA Application:

A Service Level Agreement (SLA) is a contract between yourselves and your client to provide service, i.e. looking after their assets. A SLA usually involves:

- Preventative Maintenance, specific tasks at fixed time intervals
- Reactive Jobs, with agreed response times
- Monthly fee
- Agreement on which types of work are covered by the SLA and what gets charged

The Value of an SLA is the monthly fee, and the additional Project/ Proactive Work you may get through your relationship with the client.

Nimbus will co-ordinate allocating all work for this Client to an SLA Category, in order that the work is charged / not charged.

### Workflow:

The SLA fits into the Job Flow by:

- When **Opening a Job**, Nimbus recognises a Client to have an SLA and takes you to their Work Types List, where you choose which type of work this Job will be opened /categorised against.
- Automated prompting for **auto-creation** of Preventative Maintenance Jobs.

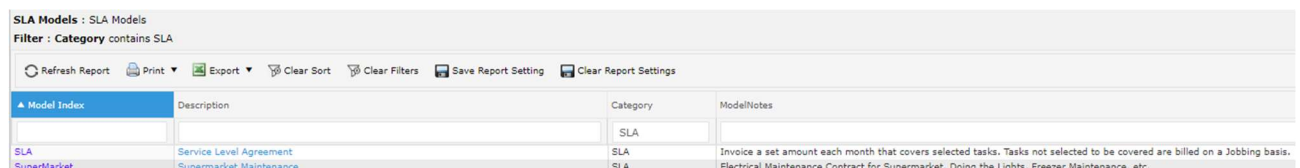
## SLA Contracts

### SLA Models and Model Tasks

A ‘Model’ and its ‘Model tasks’ is the rule set for a particular SLA contract. The Model stipulates the Preventative Maintenance Tasks (Names, Frequency, chargeable or not).

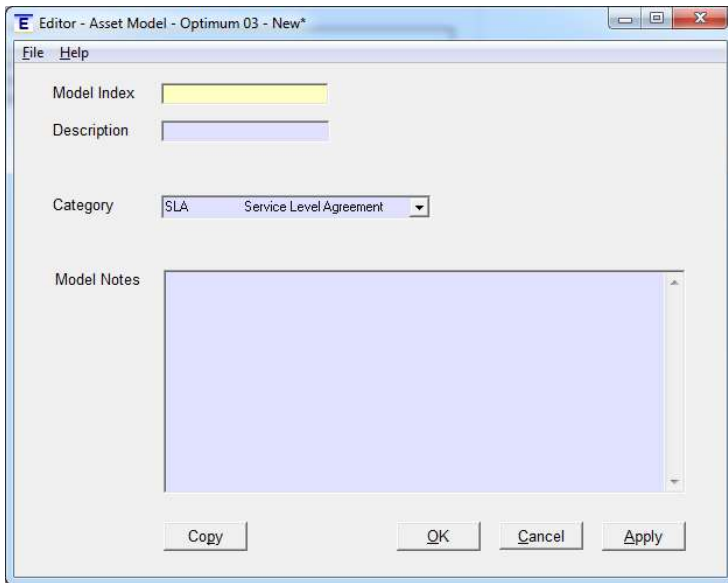
To set up a SLA Model

1. From the **SLA Menu** select **SLA Models**



Model Index	Description	Category	Model/Notes
SLA	Service Level Agreement	SLA	Invoice a set amount each month that covers selected tasks. Tasks not selected to be covered are billed on a Jobbing basis.
SuperMarket	Supermarket Maintenance	SLA	Electrical Maintenance Contract for Supermarket. Doing the Lights, Freezer Maintenance, etc.

Click on the **New Model** header link to open the following form.



- a. Enter the Model Index
- b. Enter the Description
- c. Category = SLA. This registers the record as a Customer Asset as opposed to one of your own assets
- d. Enter any Model Notes as required.

## To set up SLA Model Tasks

1. Open the **SLA Models** report

SLA Models : SLA Models  
Filter : Category contains SLA

Model Index	Description	Category	ModelNotes
SLA	Service Level Agreement	SLA	Invoice a set amount each month that covers selected tasks. Tasks not selected to be covered are billed on a Jobbing basis.
SuperMarket	Supermarket Maintenance	SLA	Electrical Maintenance Contract for Supermarket. Doing the Lights, Freezer Maintenance, etc.

Click on the **Model Index** to display any Model tasks that have been made for that Model.

AssetModelID: 1041  
SLAModelIndex: SuperMarket  
Description: Supermarket Maintenance  
ModelNotes: Electrical Maintenance Contract for Supermarket. Doing the Lights, Freezer Maintenance, etc.

SLA Model Tasks : Shows the details of a SLA Model.  
Filter : Model equals SuperMarket

Category	Model	Task	Task Description	Optio...	Length	Service Period	Hours	Task Instructions	Job No Prefix	Template Job No	Template Job Description
	= SuperMark										
SLA	SuperMarket	ContractInv	Contract Invoice	0	0	Single		This creates the Job that invoices (usually each month) the fixed term of the SLA contract. You set the quote on this job to the Price for this specific clients contract.	S	0003	Template for SLA Invoicing
SLA	SuperMarket	FrezChk	Freezer Check	0	2	Weeks	4	Check Taps, Gas level.		0005	SLA Template Job
SLA	SuperMarket	LghtChk	Lighting Check	0	3	Months	6	Change Key High placed Bulbs. Meter read all sign bulbs		0005	SLA Template Job
SLA	SuperMarket	Proactive	Proactive Maintenance	0	0	OnDemand		Class proactive work requests. These jobs require client approval, and are suggested because they will make the cost of ownership less over time.		0005	SLA Template Job
SLA	SuperMarket	Reactive	Reactive Work	0	0	OnDemand		These were Client initiated emergency jobs. The idea of an SLA is that we reduce this work (uncontrolled and expensive for both parties) by better management by planned maintenance and pro-active repair or replacement which does not inconvenience the Client and costs less for contractor as it fits into their schedule and resource gaps in a controlled way.		0005	SLA Template Job
SLA	SuperMarket	Warrent	Building Warrant	0	6	Months	8			0005	SLA Template Job

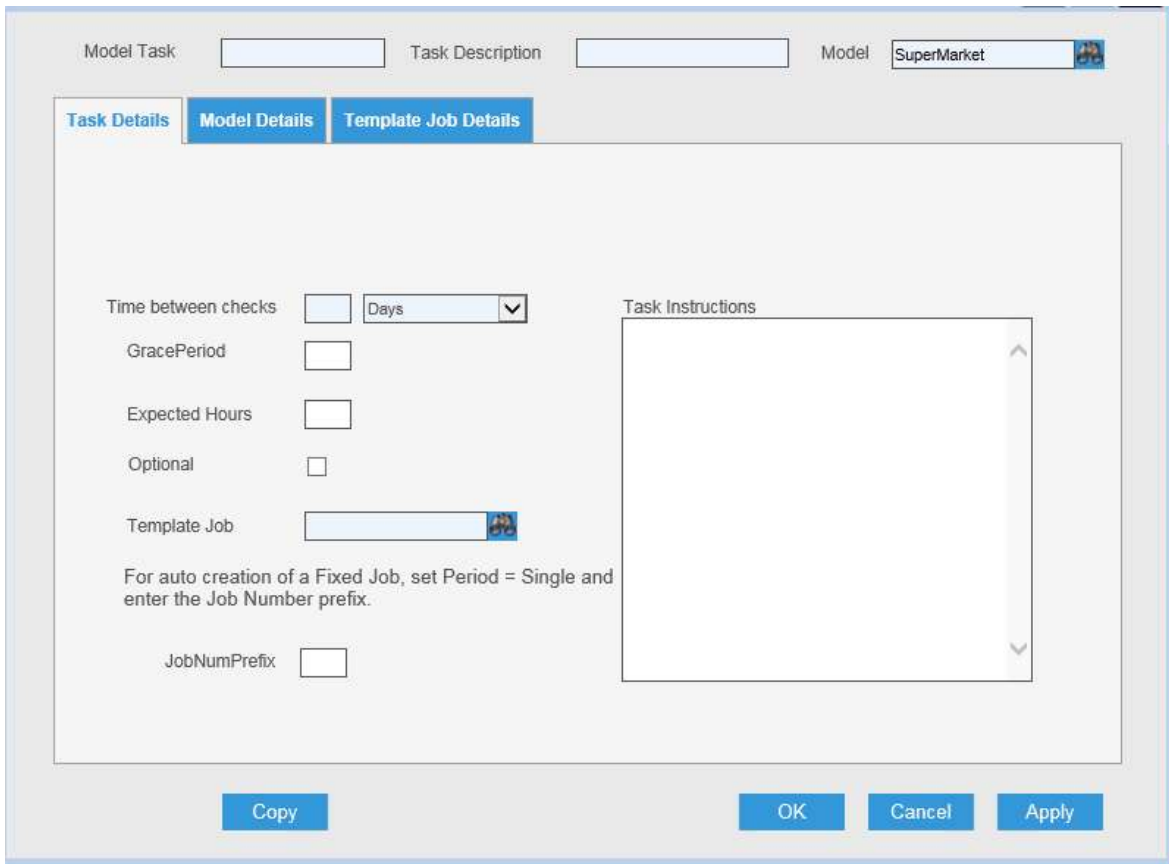
In this example agreement a Supermarket has a Freezer check every 2 weeks, a Lighting check every 3 months and a Building Warrant check every 6 months.

It also has tasks for:

- **'Reactive Work'** – to make Jobs against this for breakdowns; and
- **'Pro-active work'** – to make Jobs against this to do Quotations for work you consider the client should carry out. This suggested jobs list is discussed with your client.

When setting up the SLA, Nimbus automatically makes a Contract Invoice Job, which invoices the client each month. In this example, the invoice job number will be prefixed by the letter 'S' as set up on the model task and shown in the SLA Model Tasks report.

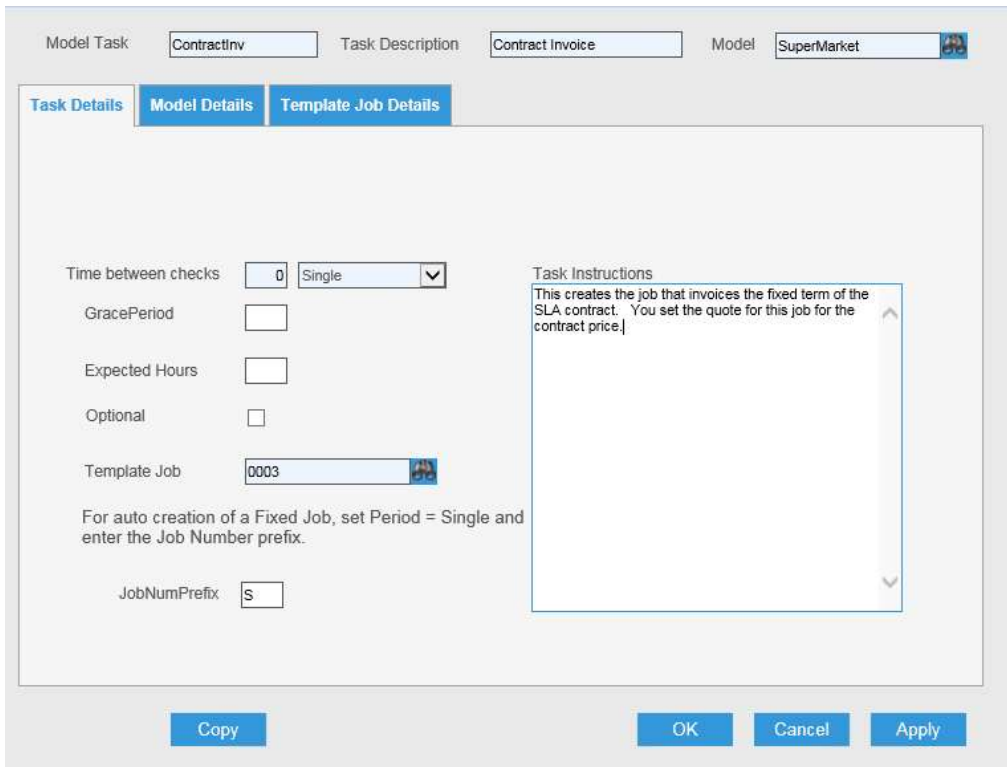
2. Click the **New Model Task** header link to open the following form:



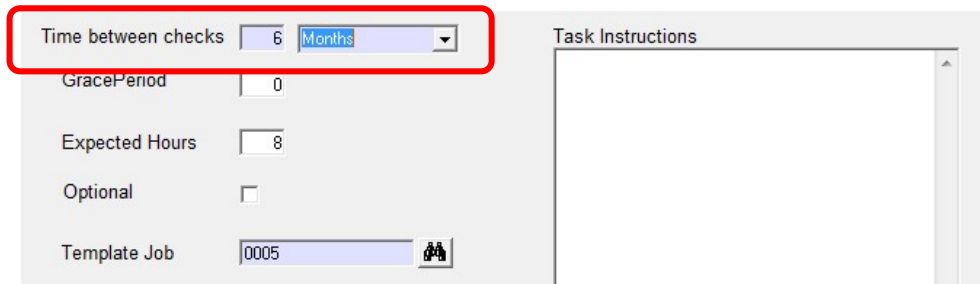
a. First make a 'Contract Billing Task':

- **Time between checks** = 0, 'Single'. This means Nimbus will make a Job for every new SLA.
- **Template Job** = one with correct Profit Centre, Supervisor, Inv Queue etc for Invoicing.
- **Job Number Prefix** MUST be filled in, and be unique across all models. E.g. 'S' for SLA billing job.

The following image is an example of a completed form.

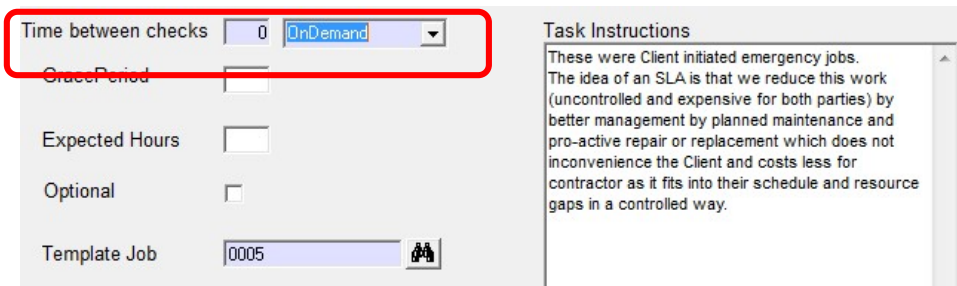


- b. Then make tasks for Preventative Maintenance using the New Model Task header link:
- a '6-monthly task', e.g. for safety inspection



- **Time between checks** = 6 Months. This is the standard frequency for this task
- **Template Job** = one with correct Profit Centre, Supervisor, Inv Queue etc **for Invoicing**
- **Task instructions** = any instructions relevant to this model task.

- a **'Reactive Jobs'** task:



- **Time between checks** = 0, 'On demand'. This means nimbus will not automatically make any jobs for this task.
- **Template Job** = one with correct Profit Centre, Supervisor, Inv Queue etc for Invoicing
- **Task instructions** = any instructions relevant to this model task.

## Allocate an SLA to a client

1. From the **SLA menu** select **SLA List** to display any existing SLAs

Client Details

DebtorID	1022	POBox	PO Box 4263
DebtorIndex	FreezeMe	City	Wellington
Name	Freezeme Foods	Phone	+64 (04) 237 9390
Street	8 Brussell Street	AccountBalance	\$1,245.16
Suburb	Porirua	Overdue	\$1,245.16

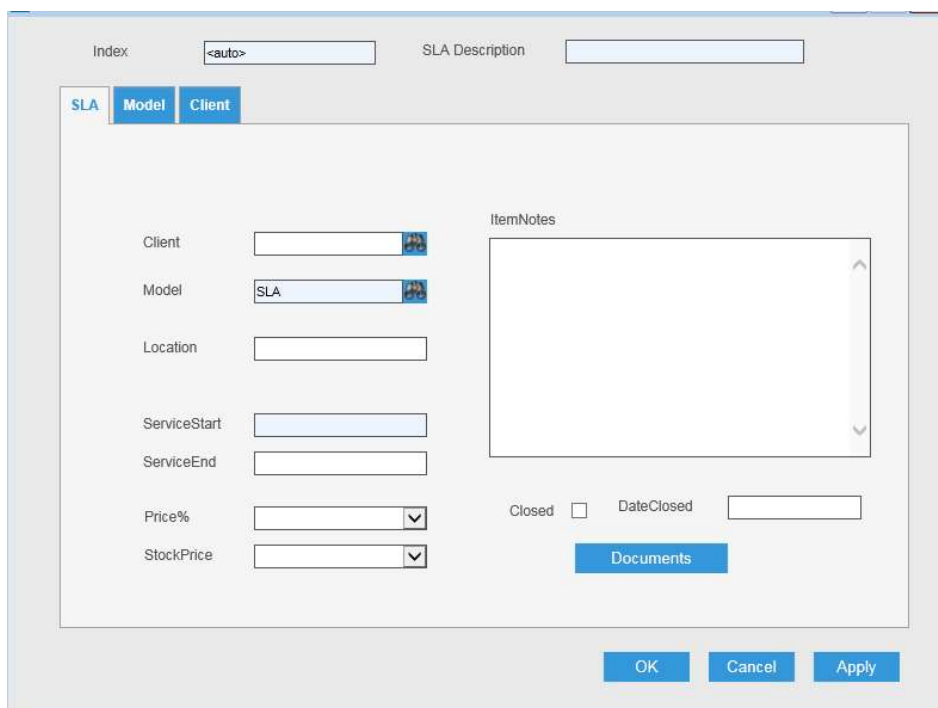
SLA List : Lists the details for each SLA.

Filter : No Filter

Refresh Report | Print | Export | Clear Sort | Clear Filters | Save Report Setting | Clear Report Settings

Branch	Client	SLA	Description	Service Start	Service End	Invoice Job No	Notes
	FreezeMe	101	Freeze me Maintenance	01/10/2014		S101	Manage Freeze me foods Electrical and freezer units.

2. Click on the **New SLA** header link to open the following form

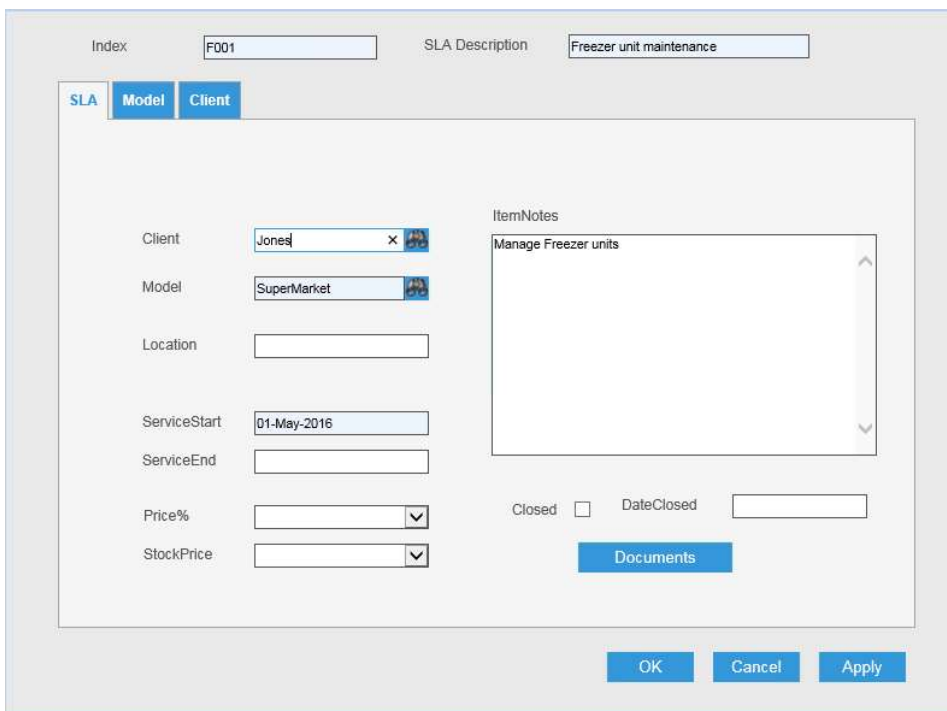


Complete the form as follows:-

- Index** Enter a SLA Index, or let Nimbus autonumber
- Description** Enter description for this SLA
- Client** Select Client from the lookup
- Model** Select the appropriate SLA model. This is critical as it determines the task list for this SLA
- Service Start** Enter start date for servicing
- Service End** Enter end date for servicing (if applicable)

Click **Apply** to create the SLA.

The following image is an example of a completed SLA form.



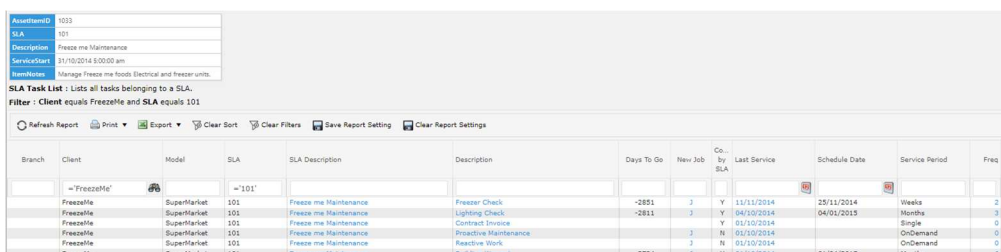
The screenshot shows a web form for creating an SLA. At the top, there are two input fields: 'Index' with the value 'F001' and 'SLA Description' with the value 'Freezer unit maintenance'. Below these are three tabs: 'SLA', 'Model', and 'Client', with 'SLA' selected. The main form area contains several fields: 'Client' (Jones), 'Model' (SuperMarket), 'Location' (empty), 'ServiceStart' (01-May-2016), 'ServiceEnd' (empty), 'Price%' (dropdown), 'StockPrice' (dropdown), 'Closed' (checkbox), and 'DateClosed' (empty). There is a 'Documents' button and an 'ItemNotes' text area containing 'Manage Freezer units'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

## SLA Tasks

When a SLA is created, a set of SLA tasks is made according to the SLA model selected.

To view the SLA tasks

- From the **SLA List** click on the Index to open the **SLATask List** report



The screenshot shows a report titled 'SLA Task List : Lists all tasks belonging to a SLA'. The filter is 'Client equals Freezelle and SLA equals 101'. The report includes a table with the following data:

Branch	Client	Model	SLA	SLA Description	Description	Days To Go	New Job	Co. by SLA	Last Service	Schedule Date	Service Period	Freq
	Freezelle	SuperMarket	101	Freeze me Maintenance	Freezer Check	-2851	J	Y	11/11/2014	25/11/2014	Weeks	2
	Freezelle	SuperMarket	101	Freeze me Maintenance	Lighting Check	-2851	J	Y	04/01/2014	04/01/2015	Months	3
	Freezelle	SuperMarket	101	Freeze me Maintenance	Contract Invoice			N	01/10/2014		Single	0
	Freezelle	SuperMarket	101	Freeze me Maintenance	Proactive Maintenance			N	01/10/2014		OnDemand	0
	Freezelle	SuperMarket	101	Freeze me Maintenance	Reactive Work			N	01/10/2014		OnDemand	0
	Freezelle	SuperMarket	101	Freeze me Maintenance	Building Warrant	-2724	J	Y	01/10/2014	01/04/2015	Months	6



This report shows details of the tasks created for this SLA.

If the Model has **Optional Tasks** that have not been created for this SLA, then a 'Y' will appear in the **Extra Options** column.

To view the Optional Tasks:-

Click on the 'Y' to open the **Task Options** report.

**Asset Details**

AssetItemID	1033
AssetItemIndex	101
Description	Freeze me Maintenance
ServiceStart	31/10/2014 5:00:00 am
ItemNotes	Manage Freeze me foods Electrical and freezer units.

**Asset Task Options** : Add optional Tasks to an Asset or SLA  
Filter : No Filter  
Asset Index : '101'

Refresh Report | Print | Export | Clear Sort | Clear Filters | Save Report Setting | Clear Report Settings

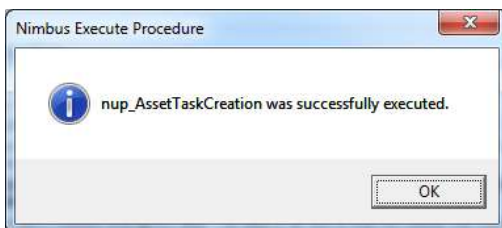
Asset Index	Add Task	Task Index	Task Description	Frequency	Units	Optional	Task Instructions
101		FreeChk	Freezer Check	2	Weeks	0	Check Taps, Gas level.
101		LightChk	Lighting Check	3	Months	0	Change Key high placed Bulbs, Meter read all sign bulbs
101		ContractInv	Contract Invoice	0	Single	0	This creates the Job that invoices (usually each month) the fixed term of the SLA contract. You set the quote on this job
101		Proactive	Proactive Maintenance	0	OnDemand	0	Collates proactive work requests. These jobs require client approval, and are suggested because they will make the cost
101		Reactive	Reactive Work	0	OnDemand	0	These were Client initiated emergency jobs. The idea of an SLA is that we reduce this work (uncontrolled and expensive planned maintenance and pro-active repair or replacement which does not inconvenience the Client and costs less for c
101		Warrent	Building Warrant	6	Months	0	resource gaps in a controlled way.

The Optional tasks will have a Y in the Add task Column.

To make an optional task:-

Click on the Task Index

The following message will appear to confirm the task has been made.



## To edit a task, or override defaults:

1. From the **SLA List** click on the Index to open the **SLATask List** report

**Asset Details**

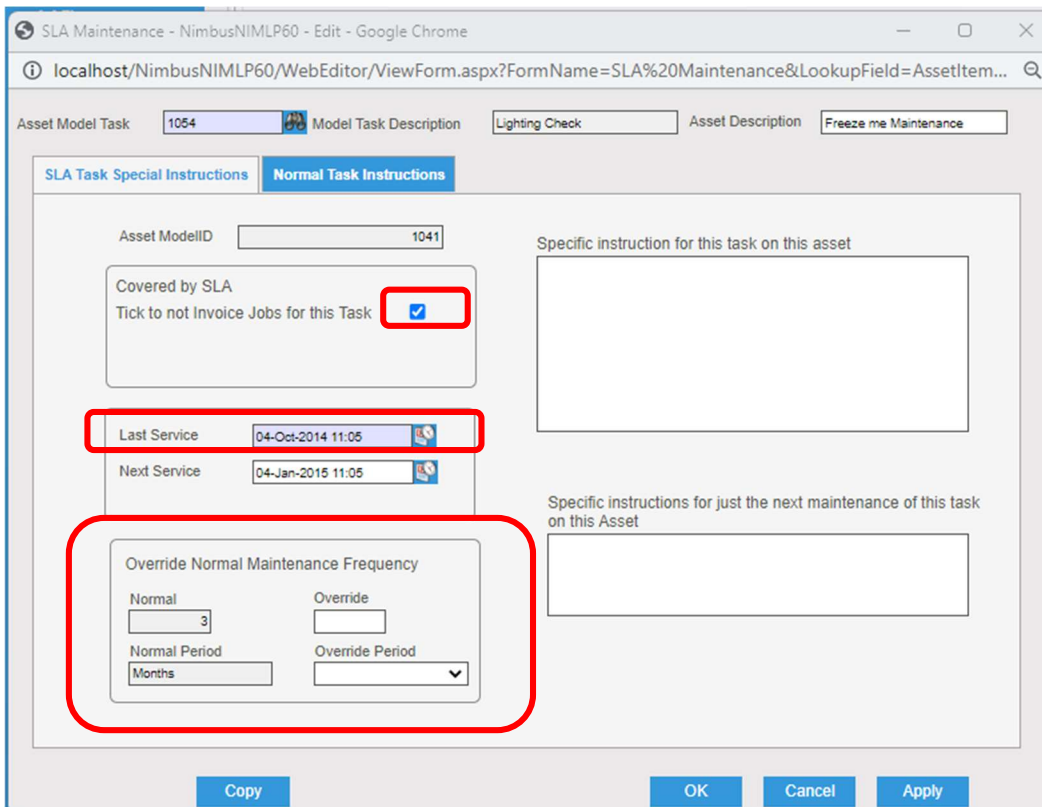
AssetItemID	1033
SLA	101
Description	Freeze me Maintenance
ServiceStart	31/10/2014 5:00:00 am
ItemNotes	Manage Freeze me foods Electrical and freezer units.

**SLA Task List** : Lists all tasks belonging to a SLA.  
Filter : Client equals FreezeMe and SLA equals 101

Refresh Report | Print | Export | Clear Sort | Clear Filters | Save Report Setting | Clear Report Settings

Branch	Client	Model	SLA	SLA Description	Description	Days To Go	New Job	Co... by SLA	Last Service	Schedule Date	Service Period	Freq
	= 'FreezeMe'		'101'									
	FreezeMe	SuperMarket	101	Freeze me Maintenance	Freezer Check	-2851	J	Y	11/11/2014	25/11/2014	Weeks	2
	FreezeMe	SuperMarket	101	Freeze me Maintenance	Lighting Check	-2811	J	Y	04/10/2014	04/01/2015	Months	3
	FreezeMe	SuperMarket	101	Freeze me Maintenance	Contract Invoice			Y	01/10/2014		Single	0
	FreezeMe	SuperMarket	101	Freeze me Maintenance	Proactive Maintenance		J	N	01/10/2014		OnDemand	0
	FreezeMe	SuperMarket	101	Freeze me Maintenance	Reactive Work		J	N	01/10/2014		OnDemand	0
	FreezeMe	SuperMarket	101	Freeze me Maintenance	Building Warrant	-2724	J	Y	01/10/2014	01/04/2015	Months	6

Click on the **Task Description** to open the following form:



- c. Tick or Untick **Covered** according to whether or not the job is to be invoiced
- d. Enter the **Last Service date** – Nimbus will automatically calculate the ‘next service’ due based on the frequency and use this date when Auto-Making SLA Jobs.
- e. Override **Normal Maintenance Frequency** and period if the service period for this SLA is different to the standard period and frequency on the model. Nimbus will automatically calculate ‘next service’ due based on any override.
- f. Click **OK** or **Apply** to save.

## Preventative Maintenance

A major purpose of the SLA is to create Jobs at the right time for preventative tasks.

You can easily make all the Jobs due, and then your normal Job Workflow takes over the delivery process of this work. There are occasions where you may want to make Jobs early;

There may be times when your staff is already fully loaded and making more Jobs won’t help because they will sit undone in the Jobs Flow. If you are in this situation it may be helpful to filter down to the more essential jobs / more critical clients, then only make the Jobs you know you can get done. This way the non-made work sits in the SLA reports where it can be easier to manage.

## To see **Planned Work**

- From the **SLA** menu select **Planned Work**. This report shows all the Jobs that need to be made:

**Planned Work** : See upcoming required work  
**Filter** : %To Next Service less than .2 and Model Category equals SLA

Refresh Report Print Export Clear Sort Clear Filters Save Report Setting Clear Report Settings

Next Service	Service Period	Days To Go	Months To Go	Meter Units To Go	%To Next Service	Op... Jobs	Model	Setup Error	Asset Item	Asset Description	Task	Task Description	Client
25/11/2014	Weeks	-2851	-94		<.2	1	SuperMar...		101	Freeze me Maintenance	FrezChk	Freezer Check	FreezeMe
04/01/2015	Months	-2811	-92		-20350%	0	SuperMar...		101	Freeze me Maintenance	LghtChk	Lighting Check	FreezeMe
01/04/2015	Months	-2724	-89		-3100%	0	SuperMar...		101	Freeze me Maintenance	Warrent	Building Warrant	FreezeMe

- Filter this List appropriately to see what you need to see:-

**'%To next service'** is what portion of time period or Meter reading is left to go (in the example above <20%)

More information can be configured to help, depending on your circumstances e.g. expected hours, grace periods, and so forth.

- To make a Single Job click **Open Jobs** column.

- If there are open jobs for the task, the number that are open will be displayed. Clicking on the **Open Jobs** link will open the Jobs List report will open showing details of current jobs for the task.

**Planned Work** : See upcoming required work  
**Filter** : %To Next Service less than .2 and Model Category equals SLA

Refresh Report Print Export Clear Sort Clear Filters Save Report Setting Clear Report Settings

Next Service	Service Period	Days To Go	Months To Go	Meter Units To Go	%To Next Service	Open Jobs	Model	Setup Error	Asset Item	Asset Description	Task	Task Description	Client
25/11/2014	Weeks	-2851	-94		<.2	1	SuperMar...		101	Freeze me Maintenance	FrezChk	Freezer Check	FreezeMe
04/01/2015	Months	-2811	-92		-3100%	0	SuperMar...		101	Freeze me Maintenance	LghtChk	Lighting Check	FreezeMe
01/04/2015	Months	-2724	-89		-1500%	0	SuperMar...		101	Freeze me Maintenance	Warrent	Building Warrant	FreezeMe

- From here, click on the New Job Header link to open the Jobs form and make the new job.

**Client Details**

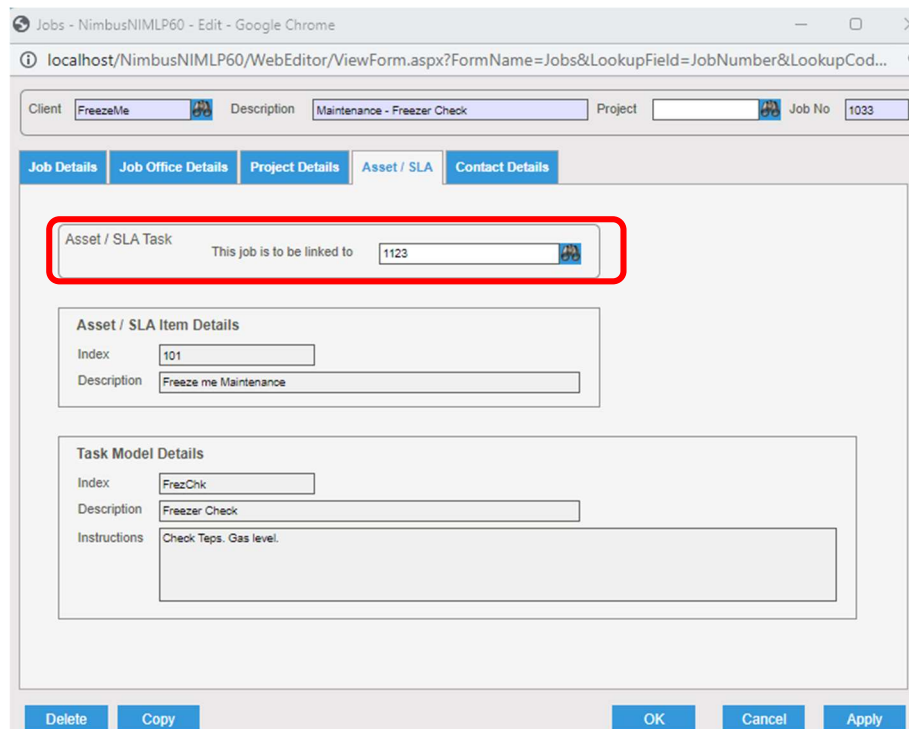
DebitID	1022	POBox	PO Box 4263
DebitIndex	FreezeMe	City	Wellington
Name	FreezeMe Foods	Phone	+61 (0)2 237 9390
Street	5 Shuzell Street	AccountBalance	\$1,245.16
Suburb	Porirua	Overdue	\$1,245.16

**Jobs List** : List of jobs for listing, selection and drilling.  
**Filter** : Closed equals 0 and Asset Task ID equals 1123

Refresh Report Print Export Clear Sort Clear Filters Save Report Setting Clear Report Settings

Branch	Client	Order Number	Project	Job Number	Description	Job Contact	Start Time	Status	Supervisor	Current Owner	Sales Person	Profit Centre	Invoice Queue	Co.	WBS Code	Quote Template	Warranty ID	Asset Task ID	Asset	
FreezeMe		1033			Maintenance - Freezer Check		11/13/2014	3A	John			Div1	Jobbing	False				=1123	1123	

- Note to complete the Asset/SLA Tab and link the job to model task.



Client: FreezeMe Description: Maintenance - Freezer Check Project: Job No: 1033

Job Details | Job Office Details | Project Details | **Asset / SLA** | Contact Details

Asset / SLA Task This job is to be linked to 1123

Asset / SLA Item Details  
 Index: 101  
 Description: Freeze me Maintenance

Task Model Details  
 Index: FrezChk  
 Description: Freezer Check  
 Instructions: Check Teps. Gas level.

Buttons: Delete, Copy, OK, Cancel, Apply

- d. If there are no open jobs, then a stored procedure will run to automatically make a new Job for the task. The procedure will update the **Last Service** date to today's date, and calculate the **Next Service** date accordingly.
- 4. To make a number of jobs simultaneously:-
  - a. Sometimes you will want to make a number of jobs at once (e.g. all freezer maintenance jobs).
  - b. Use web report filters so that the tasks for the **Jobs** you want to make appear in the **Planned Work** web report.
  - c. Click **Issue** these **Jobs** header link to make Jobs for the displayed tasks.
- 5. Refresh the **Planned Work** web report without filters to see Jobs still to be issued.

## SLA Reports

**Profitability:** This report shows the Costs and Income totalled over the life of each SLA

SLA Details

AssetItemID	1033
SLA	101
Description	Freeze me Maintenance
ServiceStart	31/10/2014 5:00:00 am
ServiceEnd	31/10/2014 5:00:00 am

SLA Profitability : Determines the profitability for each SLA.  
 Filter : No Filter

Branch	Model	Client	SLA	Description	Cost	Invoice	SGP
SuperMarket	FreezeMe	101	Freeze me Maintenance		\$2,416.70	\$2,056.37	-\$360.33

Click on Client to open **SLA Job Activity**

**SLA Job Activity** : Determines profitability of each job covered by a SLA contract and totalled for the SLA.  
**Filter** : Client equals FreezeMe and SLA equals 101

Branch	Client	SLA	Task	Job No	Job Description	Job Type	Cost	Invoiced
	= 'FreezeMe'	= '101'						
	FreezeMe	101	ContractInv	S101	101 ContractInv Job	Div1	\$0.00	\$1,496.00
	FreezeMe	101	FreezChk	1005	Freeze me Maintenance - Freezer Check	Div1	\$133.00	\$0.00
	FreezeMe	101	LghtChk	1006	Freeze me Maintenance - Lighting Check	Div1	\$336.00	\$0.00
	FreezeMe	101	Reactive	1012	Noisy Fan in centre freezer	Div3	\$164.00	\$225.62
	FreezeMe	101	Reactive	1031	fridge Failure	Div3	\$218.00	\$334.75
	FreezeMe	101	Proactive	1032	Cooling Tower replacement	Div3	\$810.10	\$0.00
	FreezeMe	101	FreezChk	1033	Maintenance - Freezer Check	Div1	\$615.60	\$0.00
	FreezeMe	101	Reactive	1058	Burst Water Pipe	Div3	\$140.00	\$0.00

Click on **SLA** to drill to **SLA Task Costings**

**SLA Transactions** : All SLA transactions.  
**Filter** : Job No equals S101

SLA	Task	Model	Model Task	Expect Hours	Job No	Date	Subledger	Item Description	Cost	Amount
					= 'S101'					
101	1122	SuperMarket	ContractInv		S101	04/10/2014	Quoting	SLA Service Contract	-\$680.00	-\$748.00
101	1122	SuperMarket	ContractInv		S101	04/10/2014	Quoting	0	-\$680.00	-\$748.00
101	1122	SuperMarket	ContractInv		S101	04/10/2014	Quoting	0	\$0.00	\$0.00
101	1122	SuperMarket	ContractInv		S101	04/10/2014	Quoting	0	\$0.00	\$0.00
101	1122	SuperMarket	ContractInv		S101	30/10/2014	Invoice	SLA Service Contract	-\$680.00	-\$748.00
101	1122	SuperMarket	ContractInv		S101	28/11/2014	Invoice	SLA Service Contract	-\$680.00	-\$748.00

**SLA Task Costings**: Global Pricing of Tasks. Shows task by task the Costs and Incomes, across all SLAs. Use this to refine your pricing model for future SLA marketing.

Branch	Model	Task	SLA	Description	Client	Quote	Cost
	SuperMarket	ContractInv	101	Freeze me Maintenance	FreezeMe	\$1,496.00	\$0.00
	SuperMarket	FreezChk	101	Freeze me Maintenance	FreezeMe	\$0.00	\$748.60
	SuperMarket	LghtChk	101	Freeze me Maintenance	FreezeMe	\$0.00	\$336.00
	SuperMarket	Proactive	101	Freeze me Maintenance	FreezeMe	\$0.00	\$810.10
	SuperMarket	Reactive	101	Freeze me Maintenance	FreezeMe	\$0.00	\$522.00

**SLA Job Activity**: History for any specific SLA. Shows all of the Jobs performed against this SLA. Drill to it from the other reports for a specific SLA, or directly from the Reports menu.

**SLA Job Activity** : Determines profitability of each job covered by a SLA contract and totalled for the SLA.  
**Filter** : No Filter

Branch	Client	SLA	Task	Job No	Job Description	Job Type	Cost	Invoiced
	FreezeMe	101	ContractInv	S101	101 ContractInv Job	Div1	\$0.00	\$1,496.00
	FreezeMe	101	FreezChk	1005	Freeze me Maintenance - Freezer Check	Div1	\$133.00	\$0.00
	FreezeMe	101	LghtChk	1006	Freeze me Maintenance - Lighting Check	Div1	\$336.00	\$0.00
	FreezeMe	101	Reactive	1012	Noisy Fan in centre freezer	Div3	\$164.00	\$225.62
	FreezeMe	101	Reactive	1031	fridge Failure	Div3	\$218.00	\$334.75
	FreezeMe	101	Proactive	1032	Cooling Tower replacement	Div3	\$810.10	\$0.00
	FreezeMe	101	FreezChk	1033	Maintenance - Freezer Check	Div1	\$615.60	\$0.00
	FreezeMe	101	Reactive	1058	Burst Water Pipe	Div3	\$140.00	\$0.00

Click on **JobNo** to drill to **Job Enquiry Detail** report.

**SLA Transactions**: This shows the entire transaction detail for any specific SLA, Model, or ModelTask.

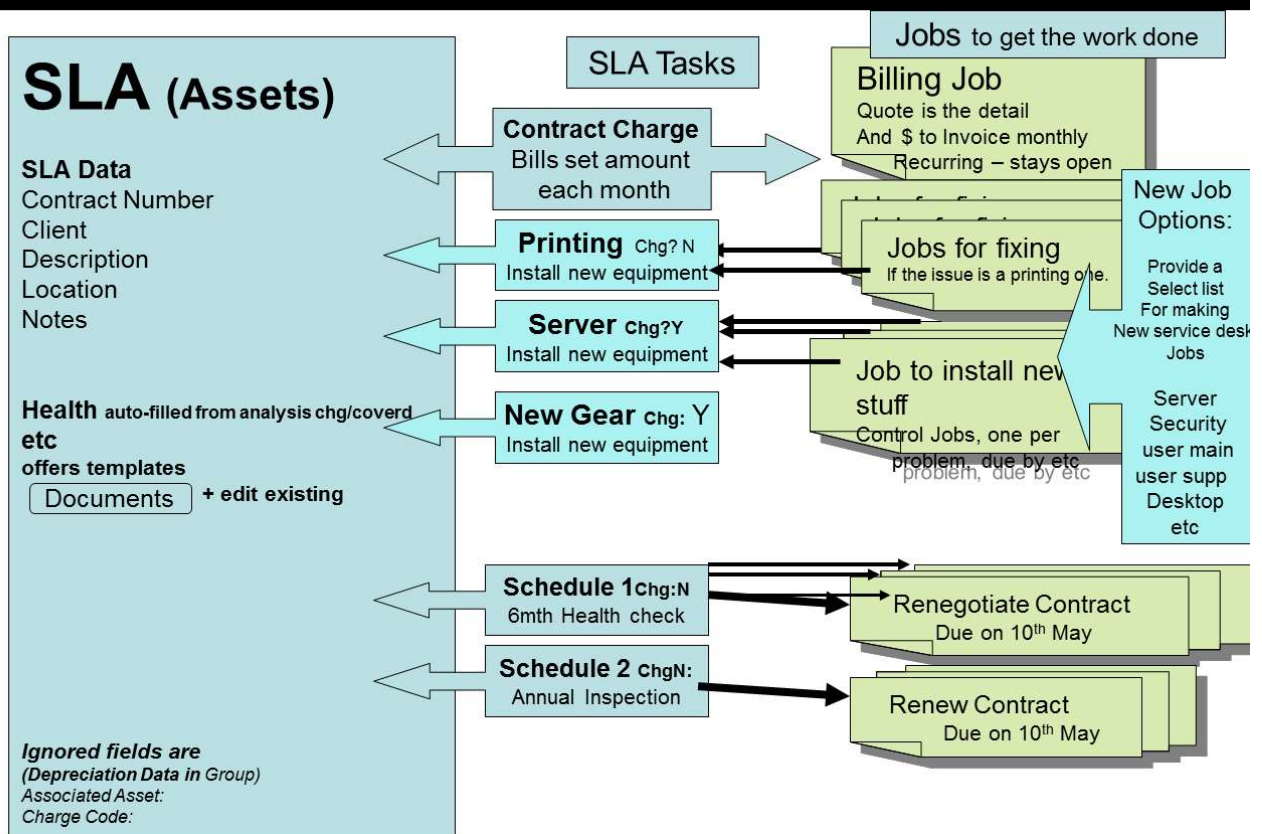
SLA Transactions : All SLA transactions.

Filter : No Filter

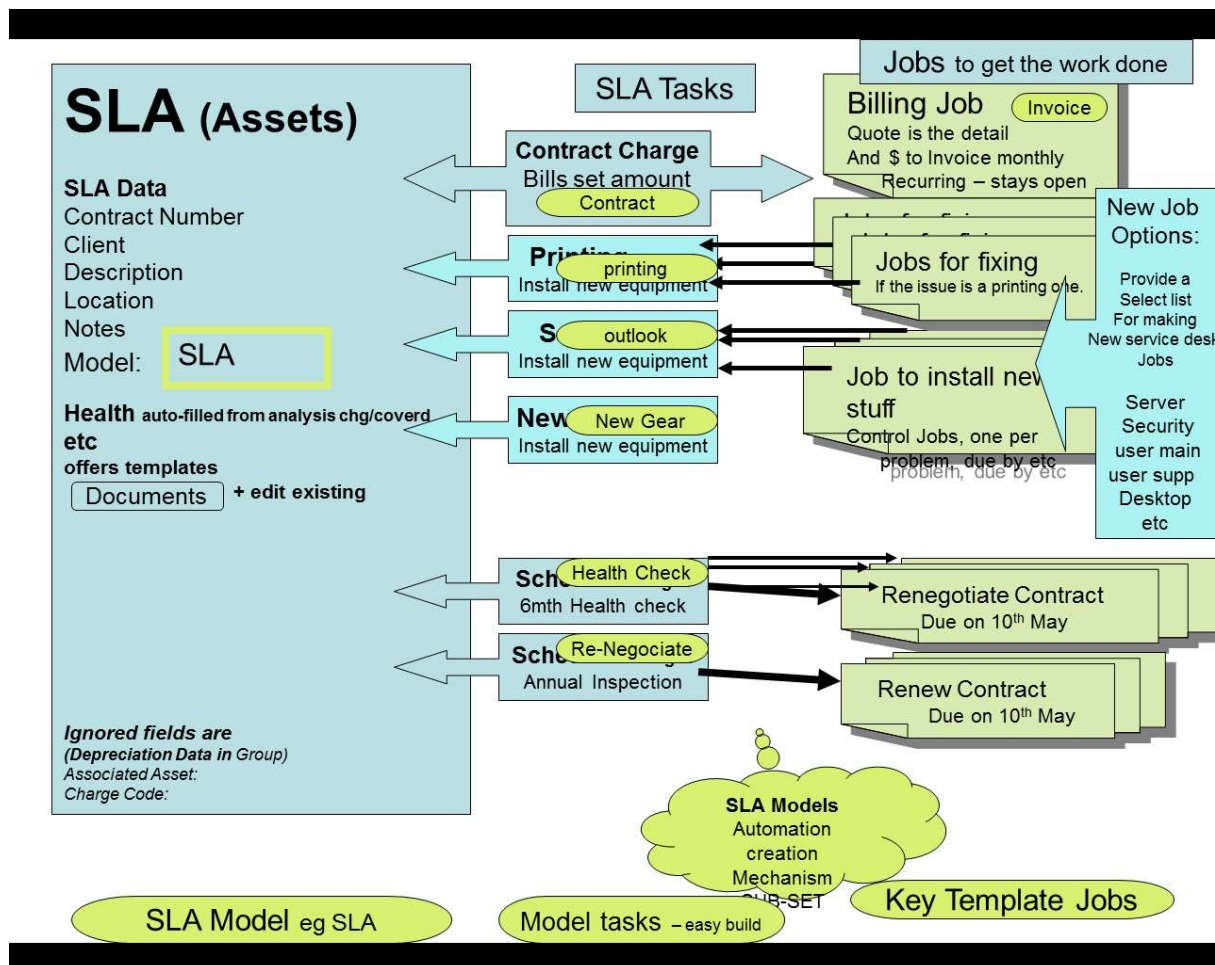
Refresh Report Print Export Clear Sort Clear Filters Save Report Setting Clear Report Settings

SLA	Task	Model	Model Task	Expect Hours	Job No	Date	Subledger	Item Description	Cost	Amount	Quantity
101	1126	SuperMarket	Reactive		1012	06/10/2014	Invoice	Fan KX50 rubber mounted	-\$76.50	-\$95.62	-1
101	1126	SuperMarket	Reactive		1012	05/10/2014	Costing	Fan KX50 rubber mounted	\$76.50	\$95.62	1
101	1123	SuperMarket	FrezChk	4	1033	18/12/2014	Costing	Total mobile Order	\$532.00	\$665.00	1
101	1125	SuperMarket	Proactive		1032	09/09/2019	Costing	125 x 50 mm Douglas Fir SBG RS	\$30.10	\$38.96	10
101	1126	SuperMarket	Reactive		1031	11/11/2014	Costing	CABLE ASBESTOS 3 CORE 0.75 SQMM	\$35.00	\$43.75	25
101	1126	SuperMarket	Reactive		1031	28/11/2014	Invoice	CABLE ASBESTOS 3 CORE 0.75 SQMM	-\$35.00	-\$43.75	-25
101	1126	SuperMarket	Reactive		1031	11/11/2014	Costing	144 Flush Box PDL	\$8.00	\$16.00	2
101	1126	SuperMarket	Reactive		1031	28/11/2014	Invoice	144 Flush Box PDL	-\$8.00	-\$16.00	-2
101	1124	SuperMarket	LghtChk	6	1006	05/10/2014	Costing	17G LIGHT FITTING ACC. PDL	\$165.00	\$206.25	3
101	1126	SuperMarket	Reactive		1012	04/10/2014	Costing	Consulting	\$87.50	\$130.00	2.5
101	1126	SuperMarket	Reactive		1012	06/10/2014	Invoice	Consulting	-\$87.50	-\$130.00	-2.5
101	1126	SuperMarket	Reactive		1031	24/11/2014	Costing	Consulting	\$175.00	\$275.00	5
101	1126	SuperMarket	Reactive		1031	28/11/2014	Invoice	Consulting	-\$175.00	-\$275.00	-5
101	1123	SuperMarket	FrezChk	4	1033	24/01/2015	Costing	Consulting	\$140.00	\$300.00	4
101	1123	SuperMarket	FrezChk	4	1005	05/10/2014	Costing	Certified Electrician	\$133.00	\$238.00	3.5
101	1124	SuperMarket	LghtChk	6	1006	05/10/2014	Costing	Certified Electrician	\$171.00	\$306.00	4.5
101	1123	SuperMarket	FrezChk	4	1033	09/12/2014	Costing	Certified Electrician	\$83.60	\$0.00	2.2
101	1125	SuperMarket	Proactive		1032	11/02/2020	Costing	Apprentice Plumber	\$10.00	\$11.25	0.25
101	1125	SuperMarket	Proactive		1032	14/12/2014	Costing	LPNC	\$105.00	\$195.00	3
101	1125	SuperMarket	Proactive		1032	14/11/2014	Costing	Non chargeable Quoting time	\$105.00	\$165.00	3
101	1125	SuperMarket	Proactive		1032	16/01/2015	Costing	Non chargeable Quoting time	\$280.00	\$440.00	8
101	1125	SuperMarket	Proactive		1032	17/01/2015	Costing	Non chargeable Quoting time	\$280.00	\$440.00	8
101	1126	SuperMarket	Reactive		1058	11/07/2019	Costing	Non chargeable Quoting time	\$105.00	\$165.00	3
101	1126	SuperMarket	Reactive		1058	11/07/2019	Costing	Non chargeable Quoting time	\$35.00	\$55.00	1
101	1122	SuperMarket	ContractInv		S101	04/10/2014	Quoting	SLA Service Contract	-\$680.00	-\$748.00	-1
101	1122	SuperMarket	ContractInv		S101	30/10/2014	Invoice	SLA Service Contract	-\$680.00	-\$748.00	-1
101	1122	SuperMarket	ContractInv		S101	28/11/2014	Invoice	SLA Service Contract	-\$680.00	-\$748.00	-1
101	1122	SuperMarket	ContractInv		S101	04/10/2014	Quoting	0	-\$680.00	-\$748.00	-1
101	1122	SuperMarket	ContractInv		S101	04/10/2014	Quoting	0	\$0.00	\$0.00	-1
101	1122	SuperMarket	ContractInv		S101	04/10/2014	Quoting	0	\$0.00	\$0.00	-1
101	1126	SuperMarket	Reactive		1058	01/08/2017	Costing	Design	\$0.00	\$0.00	0

## SLA Structure Diagram



## How Models Fit



## Changing a Model's Tasks

If you find that an additional Task should be applied to keep a Model running efficiently, Nimbus is very helpful in that it will add this Task to all existing SLAs for that Model.

From the Asset Models report

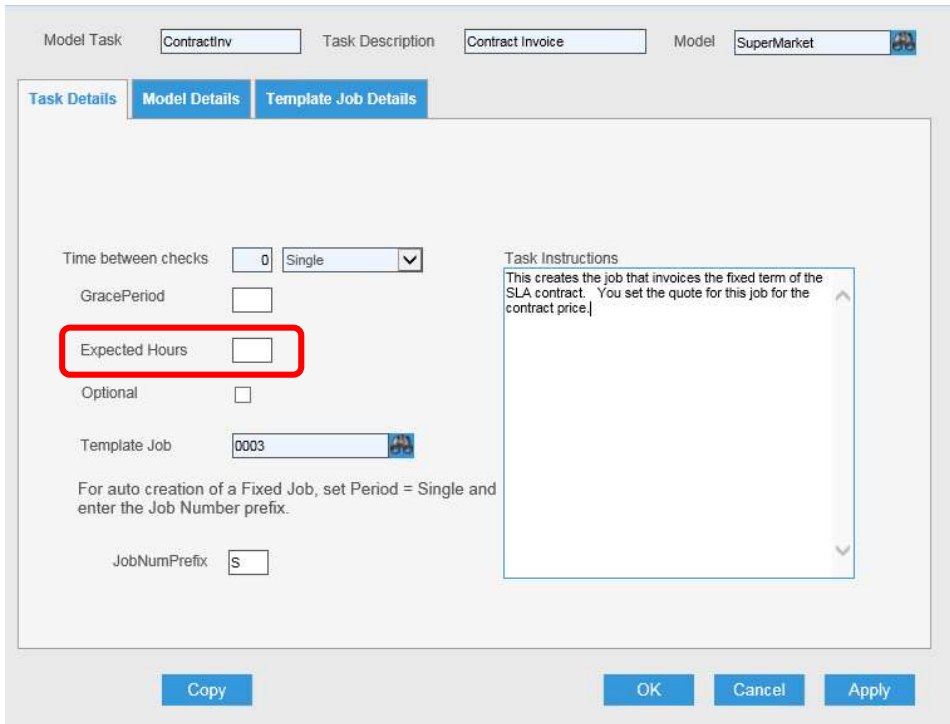
1. Click on the **Model Index** to display any Model tasks that have been made for that Model.
2. Click header **'New Model Task'**
3. Complete the form as outlined in the main section of this document.
4. Back on the **SLA List**, select your SLA and click on the SLA column to view the task list.
5. Observe that the task that was just created is now present on this model.

## Optional Tasks

The 'Optional Task' Option allows you to have Tasks that you only apply to some assets. This allows the same Model to fit more types of Customer / Asset.

From the **SLA Models** report

1. Click on the **Model Index** to display any Model tasks that have been made for that Model
2. Click header **'New Model Task'**
3. Complete the form as outlined in the main section of this document.
4. Ensure you have **Optional** ticked



5. Back on the SLA List, select your SLA and click on the SLA column to view the task list.
6. Observe that the task that was just created is NOT present on this model.
7. Click the **'Extra Options'** column to see the Options available
8. Click the **Task Index** column to add this task for this SLA contract.
9. Back on the **SLA List**, select your SLA and click on the SLA column to view the task list.
10. Observe that the optional task that was just created is now present on this