

Service Level Agreement (SLA)

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MAKE **SIMPLE** BE **MODERN**

1 Thai Public Sector Development Strategy (2013– 2018)

2 Service Level Agreement (SLA)

- **What is SLA ?**

 - **The Objectives of SLA**

 - **How to do SLA : step and process**

 - **List of SLA work processes**

 - **Example of process improvement**

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1. Thai Public Sector Development Strategy (2013– 2018)

Thai Public Sector Development Strategy (2013– 2018)
comprise of 3 pillars, 7 strategies

Excellence Organization

1. Service Excellence
2. High Performance Organization
3. Public Value
4. Integration

Sustainable Development

5. Collaboration
6. Integrity

Moving International

7. Readiness for ASEAN 2015



What exactly is an SLA in the public sector?



Service Level Agreement: SLA

- Is a formal agreement
- Is an agreement between a service provider and a customer
- Determines mutually acceptable service standards

The goal of the Service Level Agreement

1. SLA will match customer's expectation and agency's ability to deliver

2. SLA will present service level targets of each agency

3. SLA will be used in monitoring and evaluating systems in order to improve services provided by each agency

Customer Satisfaction

Excellence in Public Service

How to create Service Level Agreement

- Expectation
- Feedback



Citizen

- Service according to SLA

Scope of service

Service condition

Level of service

Service procedure

Complaint management

Procedure in creating SLA

1) Identify opportunities for improvement and set service target

2) Create a new workflow and establish a Service Level Agreement

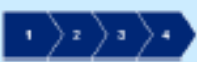
3) Implement, monitor, and evaluate the SLA

Problem Defined



Time Procedure Quality Touch Point Transparency Cost

How to Improve



Process

System

Human

New Workflow

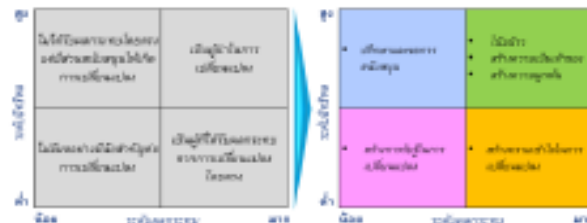


SLA

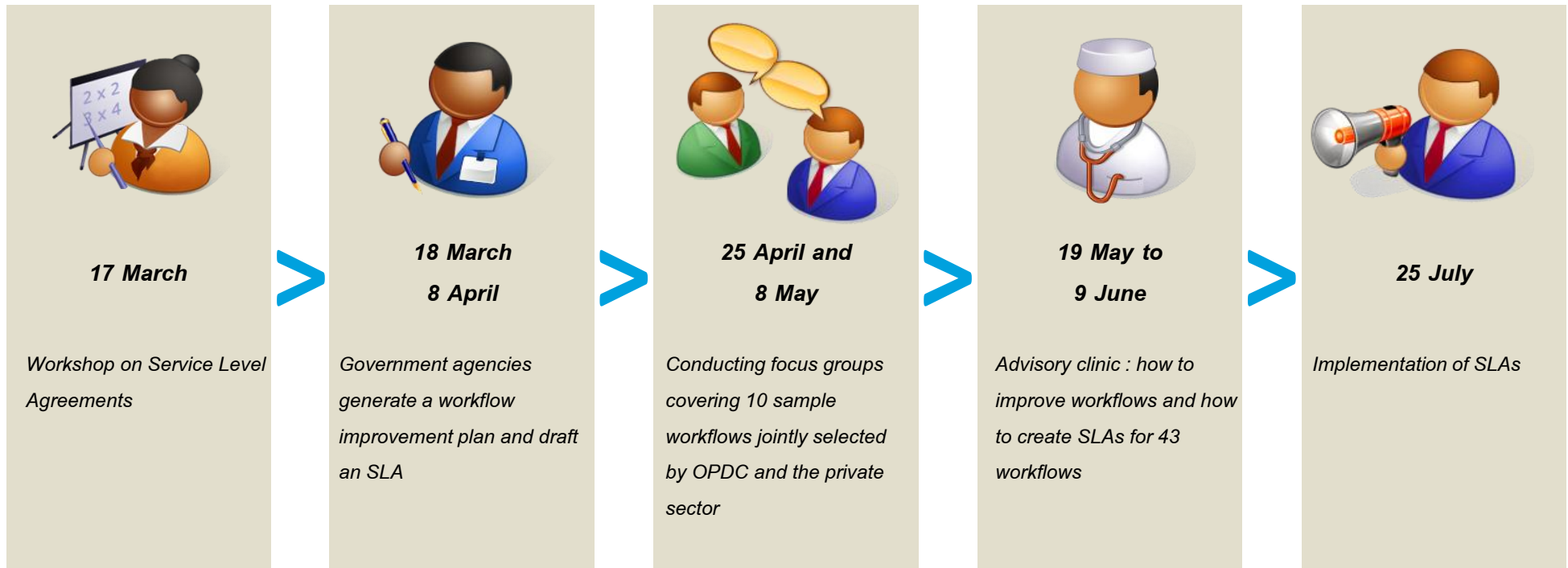
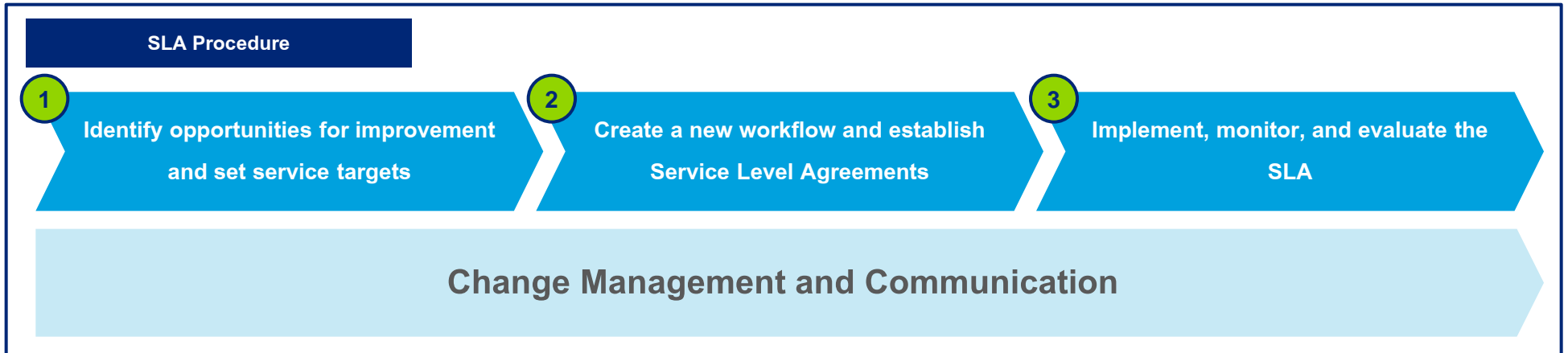
Service Level Agreement	
Service Name	Service Description
Service 1	Description 1
Service 2	Description 2
Service 3	Description 3
Service 4	Description 4
Service 5	Description 5

Service Name	Service Description	SLA Metric	Target	Actual	Deviation
Service 1	Description 1	Availability	99.9%	99.8%	-0.1%
Service 2	Description 2	Response Time	5 min	6 min	+1 min
Service 3	Description 3	Resolution Time	24 hours	24 hours	0
Service 4	Description 4	Customer Satisfaction	4.5/5	4.2/5	-0.3/5
Service 5	Description 5	Complaint Rate	10/1000	12/1000	+2/1000

4) Change Management and Communication



SLA Procedure and Timeline



2.3 Service Level Agreement (SLA)



Min. of Prime Minister	1 Permanent Secretary - Citizen Complaint Resolution Process Office	
	2 Consumer Protection Board Office - Consumer complaint resolution process	
	3 Civil Service Commission Office - Government Official Electronic recruitment process	
Min. of Defence	4 Royal Thai Army	- Military conscription process
Min. of Finance	5 Comptroller General's Dept.	- Direct disbursements : Private procurement process
	6 Customs Dept.	- Import- Export management process
	7 Excise Dept.	- Tax submission and refund for liquor and tobacco import process
	8 Revenue Dept.	- E- Revenue process
Min. of Foreign Affairs	9 Consular Affairs Dept.	- E- Passport process
Min. of Tourism and Sport	10 Tourism Dept.	- Tourism and Guide Permission process
Min. of Agriculture and Cooperatives	11 Rice Dept.	- Standardization of Rice production process
	12 Fisheries Dept.	- Certified -Export for fishery products process
	13 Livestock Development Dept.	- Livestock-Export product process
	14 Agriculture Dept.	- Certification process for hygienic Agro-products Export
Min. of Transport	15 Land Transport Dept.	- Motor vehicle registration & tax process - Driving licensing process
Min. of Natural Resource	16 Royal Forest Dept.	- Moblie unite permission for wood & forest products process
	17 Natural Resources and Environmental Policy and Planning Office	- Environmental Affected analysis report process
Min. of Energy	18 Mineral Fuels Dept.	- Import of experts and Petro-chemical materials application process
	19 Energy Business Dept.	- Certification process for Permission and registration payment fee of energy business
	20 Alternative Energy Development and Efficiency Dept.	- Architectural Building plan evaluation for Energy saving process
Min. of Commerce	21 Foreign Trade Dept.	- Certification of Goods Origin process
	22 Internal Trade Dept.	- Granting and issuing licenses and permits for Weighing and measuring Instruments import and sales business process
	23 Intellectual Property Dept.	- Trademark Registration process
	24 Business Development Dept.	- Business Registration process : The Establishment of Company Limited
	25 Export Promotion Dept.	- Service process of One Stop Export Service Center (OSEC)
Min. of Interior	26 Provincial Administration Dept.	- E-Border Pass process
	27 Lands Dept.	- Land Surveying, Verification, Subdivision and Consolidation of Title deed process
Min. of Justice	28 Legal Execution Dept.	- Execution Proceedings - Insolvency Proceedings
Min. of Labor	29 Employment Dept.	- Skilled-Alliance labor work-permit issuing process
	30 Labor Protection and Welfare Dept.	- 1 – day Work enforcement process
	31 Social Security Office	- 13 digits electronics linkage for information technological development process
Min. of Culture	32 Fine Arts Dept.	- Import and export artifacts approval system process
Min. of Science and Technology	33 Science Service Dept.	- Service testing and equivalence testing process
Min. of Public Health	34 Permanent Secretary Office	- In and Out-patients caring process of Ministry of Health
	35 Medical Services Dept.	- In and Out- patients caring process of Medical Department
	36 Mental Health Dept.	- In-and Out-patients caring process of Department of Mental Health
	37 Disease Control Dept.	- Occupational and environmental laboratory disease analysis process
Min. of Industry	38 Industrial Works Dept.	- Factory Licensing process
	39 Primary Industries and Mines Dept.	- Mineral Import and Export Licensing process
	40 Thai Industrial Standards Institute	- Product Certification process
Independent Public Agencies	41 Royal Thai Police	- Immigration Service process

Focus Group: Issuing permits for factory operations

Make a request

- Many copies of paper documents
- Duplicated documents, unrelated or unnecessary ones (renew/change)
- Disorder document storage and management

Examine the application

- Not enough provincial authorities
- Many other related agencies

Public hearing

- Duplicated procedure with EIA

Considered by expert group (local/central)*

- Not enough provincial authorities
- Not able to finish the case in 90 days as announced

ESA is examined by professionals*

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Considered by Intersectoral/Review committee*

- Duplicated procedure

Notify the requester of the decision

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Recommendations

- **Using ICT system**
 - Self-evaluation of attributes/qualifications
 -   Receive application form and supporting documents
 -  Automatically check for conditions
 -  System link with other agencies
 -  Notify progress and status
 - Notify decisions/results
 - Printing permit for factory operation
- **Determine rules and regulations as well as time frame in a clear manner**
 -  Submit only changed documents in renewal case
 -  One-time request for additional documents
 - Clear decision rules
- **Reduce duplicated procedures**
 - Eliminate process of public hearing
 -  Eliminate process of Intersectoral/Review Committee
 -  Possibility to assign authority to provincial office in any case and consolidate local administration's work to the provincial office

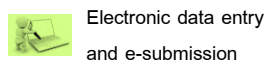
Summary of system improvement (10 workflows in focus group)

Workflow	Application Process		Consideration	Notification and Payment		Linking
	Authority	Customer	Examination/ Assessment	Authority	Customer	Data link between government agencies
Mineral Import and Export Licensing process		Data entry Submit evidence	Quota checking and evidence		Tracking status Online payment	
Certification of Goods Origin process					Tracking status Online payment E- Certification	
Land Surveying, Verification, Subdivision and Consolidation of Title deed process		Appointment system	Adjust data	Record data	Tracking status via website	
Environmental Affected analysis report process				Record res	Tracking status via website	
Factory Licensing process		Self-Assessment Submit evidence	Check and verify evidence		E- License	
Import- Export management process		Submit evidence	Examine data Automatic payment		Automatic system Notifying	
Certification process for hygienic Agro-products Export		Data entry Submit evidence	Quota checking and evidence		Online payment E-Certification	
Motor vehicle registration & tax process					Printing certificate	
E- Revenue process		Submit through Mobile App			Notifying tax refund	
Skilled-Alliance labor work-permit issuing process		Self-Assessment Submit evidence Appointment system	Check and verify evidence		Notification system improvement	

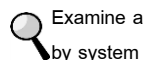
Recommendation

Grey color = has already existed

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Electronic data entry and e-submission



Examine and assess by system



Notification and document printing



Data link


























Link with NSW

Summary of process and human improvement (10 workflows in focus group)

Able to complete in fiscal year 2014

Unable to complete in fiscal year 2014

Workflow	Process Improvement	Human Improvement
Mineral Import and Export Licensing process	 Reduce examining time by Mining Industry Council  <i>Elimination of document transferred process btw. agencies</i>  <i>Elimination of paper license</i>	
Certification of Goods Origin process	 <i>Increase channel of obtaining certificate</i>  <i>Elimination of paper certificate</i>	
Land Surveying, Verification, Subdivision and Consolidation of Title deed process	 <i>Increase transaction channel</i>  <i>Criteria of expenditure calculation</i>  <i>Notify progress/status</i>	
Environmental Affected analysis report process	 <i>Determine exact time frame</i>	
Factory Licensing process	 <i>One stop service permission work</i>  <i>Create document checklist by industry</i>  <i>Reduce hearing process</i>	 <i>Outsource งานตรวจสอบ</i>
Import- Export management process	 <i>Clearly identify rules and regulations</i>	 <i>Educate and training</i>
Certification process for hygienic Agro-products Export	 <i>Elimination of paper certificate</i> <i>Reduce Official Letter</i>	 <i>Educate and training</i>
Motor vehicle registration & tax process	 <i>Increase tax payment channel via SMS</i>	
E- Revenue process	 <i>Increase Mobile App channel (iOS and Android)</i>  <i>Increase tax refund channel via e-cheque</i>  <i>Notify timeframe for tax refund</i>	
Skilled-Alliance labor work-permit issuing process	 <i>Identify clear rules and regulations</i> <i>Identify Point –Based examination</i>  <i>One stop service.</i>	

Summary of workflow improvement (33 Workflows)

System Improvement

- Process application
- Submit electronic documents
- Make appointment
- Test
- Self-Assessment
- Examine documents
- Automatic process data
- Report suggestion and opinion
- Approve
- Track progress/status
- Online payment
- Transfer money to account
- Print documents
- Link data with other agencies

Process Improvement

- Reduce/Combine duplicate procedure
- Decentralization/assign authority to local office
- Increase payment channels
- Determine exact time frame
- Determine clear rules and regulations
- Confirm appointment
- Increase notification channel
- Add-on Advisory procedure
- Clear list of supporting documents

Human Improvement

- Educate and train authorities to make a standard examination and consideration
- Improve foreign language skill



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