

# Service Level Agreement (SLA)

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

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## **1 Thai Public Sector Development Strategy (2013– 2018)**

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## **2 Service Level Agreement (SLA)**

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- **What is SLA ?**

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  - **The Objectives of SLA**

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

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  - **List of SLA work processes**

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  - **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	Availability	Uptime	Response Time	Resolution Time	SLA Status
Service 1	Description 1	99.9%	24/7	15 min	24 hours	48 hours	Compliant
Service 2	Description 2	99.5%	24/7	30 min	24 hours	72 hours	Compliant
Service 3	Description 3	99.0%	24/7	1 hour	24 hours	96 hours	Compliant
Service 4	Description 4	98.5%	24/7	2 hours	24 hours	120 hours	Compliant
Service 5	Description 5	98.0%	24/7	3 hours	24 hours	144 hours	Compliant

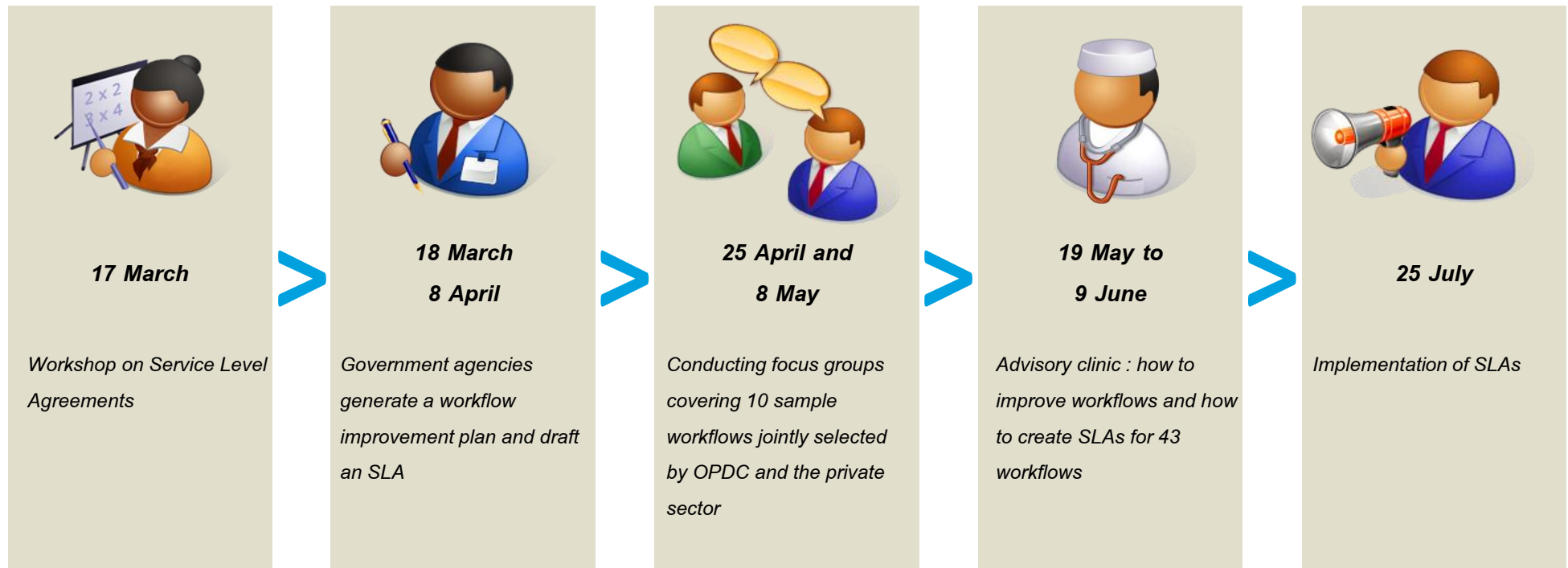
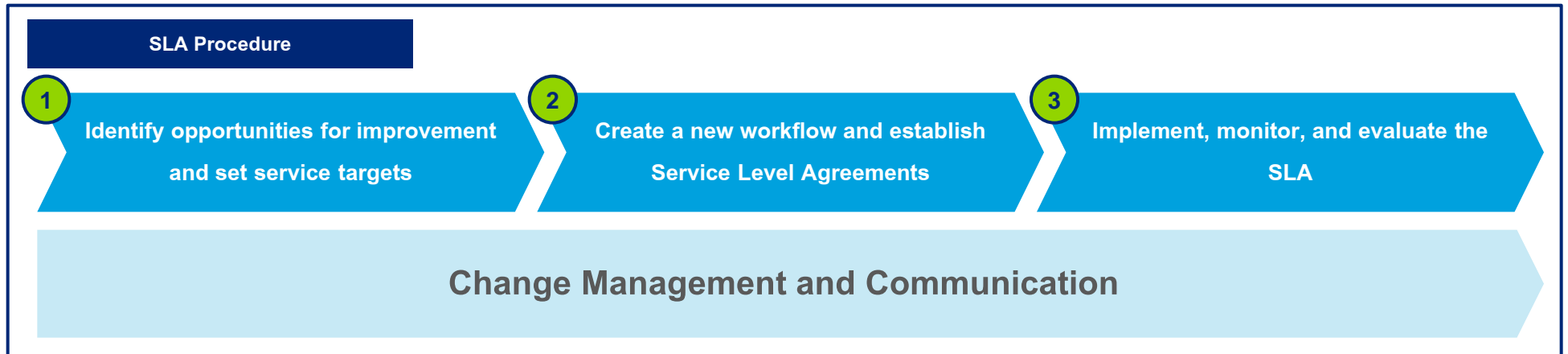
4) Change Management and Communication



SLA	Service Name	Service Description
SLA 1	Service 1	Description 1
SLA 2	Service 2	Description 2

SLA	Service Name	Service Description
SLA 3	Service 3	Description 3
SLA 4	Service 4	Description 4

# SLA Procedure and Timeline



# 2.3 Service Level Agreement (SLA)



<b>Min. of Prime Minister</b>	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	
<b>Min. of Defence</b>	4 Royal Thai Army	- Military conscription process
<b>Min. of Finance</b>	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
<b>Min. of Foreign Affairs</b>	9 Consular Affairs Dept.	- E- Passport process
<b>Min. of Tourism and Sport</b>	10 Tourism Dept.	- Tourism and Guide Permission process
<b>Min. of Agriculture and Cooperatives</b>	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
<b>Min. of Transport</b>	15 Land Transport Dept.	- Motor vehicle registration & tax process - Driving licensing process
<b>Min. of Natural Resource</b>	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
<b>Min. of Energy</b>	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
<b>Min. of Commerce</b>	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)
<b>Min. of Interior</b>	26 Provincial Administration Dept.	- E-Border Pass process
	27 Lands Dept.	- Land Surveying, Verification, Subdivision and Consolidation of Title deed process
<b>Min. of Justice</b>	28 Legal Execution Dept.	- Execution Proceedings - Insolvency Proceedings
<b>Min. of Labor</b>	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
<b>Min. of Culture</b>	32 Fine Arts Dept.	- Import and export artifacts approval system process
<b>Min. of Science and Technology</b>	33 Science Service Dept.	- Service testing and equivalence testing process
<b>Min. of Public Health</b>	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
<b>Min. of Industry</b>	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
<b>Independent Public Agencies</b>	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\*



Considered by Intersectoral/Review  
committee\*


- Duplicated procedure

Notify the requester of the  
decision

## 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



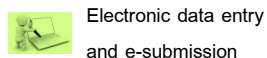
# Summary of system improvement (10 workflows in focus group)

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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