**SERVICE LEVEL AGREEMENT**

<table>
<thead>
<tr>
<th>Code:</th>
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<tbody>
<tr>
<td>Version:</td>
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**Comment [BV1]:** All fields in this document marked by square brackets [ ] must be filled in.

**Comment [BV2]:** The document coding system should be in line with the organization’s existing system for document coding; in case such a system is not in place, this line may be deleted.
Change history

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Created by</th>
<th>Description of change</th>
</tr>
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<tbody>
<tr>
<td>xx/xx/2013</td>
<td>0.1</td>
<td>Branimir Valentic</td>
<td>Basic document template</td>
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1. General

This agreement is made between [customer name] and [organization name].

The subject of this agreement is [list and maintenance for the service name].

This agreement is valid as of [date].

2. Agreement

2.1 Scope

This agreement documents a description of the provided service, mutual obligations and reporting. The following services are within the scope of this agreement:

- [list all services and related activities which are]

Services which are out of the scope of this agreement are:

- [list all services which are out of scope of this agreement]

Services which are out of the scope of this agreement can be [insert the agreed upon separately].

Service will be delivered at the following locations:

- [list of locations]

2.2 Relationship

[organization name] is responsible to [enter service provider’s responsibilities].

[customer name] is responsible to [enter customer responsibilities].

2.3 Communication plan

The following roles are defined as contacts:

<table>
<thead>
<tr>
<th>[customer name]</th>
<th>[organization name]</th>
</tr>
</thead>
</table>

Responsibilities of contacts are:

- [Serve as a contact toward own organization]
- [Resolve all issues related to the contract]
- [...] (other responsibilities)

All communication coming from users goes through [organization name]’s Service Desk. The Service Desk is reachable in the following ways:

- [web – insert link]
- [phone – insert phone number]
- [email – insert email address]
- [...] (other contact methods)
2.4 Requirements toward [organization name] staff

The following are required from [organization name] staff:

- [ ] Foundation certification
- [ ] [...]

3. Service Requirements

3.1 Service Description

[Describe service functionality. Include deliverables, business functionality, etc.]

3.2 Service hours

The following service hours are defined:

<table>
<thead>
<tr>
<th>Working days</th>
<th>Non-working days</th>
</tr>
</thead>
<tbody>
<tr>
<td>(08:00 – 16:00)</td>
<td>[... ]</td>
</tr>
</tbody>
</table>

Extension of customer support can be obtained in the following way: [describe procedure].

3.3 Service level requirements

<table>
<thead>
<tr>
<th>Service Level Requirement</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Capacity</td>
<td>[file server usage]</td>
</tr>
<tr>
<td></td>
<td>[number of transactions per minute]</td>
</tr>
<tr>
<td></td>
<td>[transaction time]</td>
</tr>
<tr>
<td>Workload characteristics</td>
<td>[number of concurrent users]</td>
</tr>
<tr>
<td>Availability</td>
<td>[number of outages]</td>
</tr>
<tr>
<td></td>
<td>[average time between outages]</td>
</tr>
<tr>
<td>Service Availability</td>
<td>[99.5%]</td>
</tr>
<tr>
<td></td>
<td>[planned outage level]</td>
</tr>
<tr>
<td></td>
<td>[maintenance windows]</td>
</tr>
<tr>
<td></td>
<td>[scheduled maintenance]</td>
</tr>
<tr>
<td>Service continuity</td>
<td>[backup and recovery options]</td>
</tr>
<tr>
<td></td>
<td>[responsibility for IT Service Continuity Plan invocation]</td>
</tr>
<tr>
<td>Exceptions</td>
<td>[list all exceptions]</td>
</tr>
</tbody>
</table>

3.4 Security framework

The following security requirements must be fulfilled:

- [... requirements]

4. Processes

4.1 Request Fulfillment

Comment [BV10]: Another option is, e.g. 24 x 7.
Comment [BV11]: Enter procedure on [ ]
Comment [BV12]: e.g. service is not available on location [ X].
Comment [BV13]: [...]
Comment [BV14]: Delete processes which are not relevant for the service in the scope of this agreement.
The following process is valid when opening service requests:

- [describe the process]

Reopening of service requests: The following procedure applies for reopening of service requests:

- [describe the procedure. Example: Service request can be reopened within one working day. Otherwise, a new service request must be opened.]

Service requests that must be authorized belong to the following categories:

- [list categories]

The following table describes the priority matrix:

<table>
<thead>
<tr>
<th>Impact</th>
<th>Response Time (h)</th>
<th>Resolution Time (h)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0.5</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>4</td>
<td>3</td>
<td>24</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
<td>48</td>
</tr>
</tbody>
</table>

Priority criteria are:

- Priority 1 – [Service requests that have high impact and high urgency and require immediate resolution]
- Priority 2 – […]
- Priority 3 – […]
- Priority 4 – […]
- Priority 5 – […]

Service requests that were fulfilled and did not receive any complaint from users will be closed automatically after 3 working days.

If fulfillment targets cannot be met, the following procedure applies:

[describe procedure. Example: Escalates to higher management inside own organization.]

**4.2 Incident Management**

The following process is valid when opening incidents:

- [describe the process].

Priority is based on impact and urgency. The following tables describe the priority matrix:

<table>
<thead>
<tr>
<th>Impact</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>3</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Low</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

Comment [BV15]: [Discuss options here.]

Comment [BV16]: Adapt to your own requirements.

Comment [BV17]: ***OPTION*** Delete this section if you are implementing ITIL and not ISO 20000.
Priority criteria are:
- Priority 1 – [Incidents which have high impact and resolution]
- Priority 2 – […]
- Priority 3 – […]
- Priority 4 – […]
- Priority 5 – […]

The following incidents are considered to be major incidents:
- [define or describe what is considered a major incident]

[Adapt to your own requirements.

Incidents that were resolved and did not receive any complaint from users will be closed automatically after 3 working days.

4.3 Problem Management

The following process is valid Problem Management:
- [describe the process].

The following table describes the priority matrix:

<table>
<thead>
<tr>
<th>Impact</th>
<th>High</th>
<th>Low</th>
<th>Medium</th>
</tr>
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<tbody>
<tr>
<td>High</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Low</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Medium</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Priority criteria are:
- Priority 1 – [Problems which have high impact and resolution]
- Priority 2 – […]
- Priority 3 – […]
4.4 Change Management

The following process is valid for change requests:

- [describe the process]

Changes are defined as follows:

- [Standard Change - ...
- [Normal Change - ...
- [Emergency Change - ...

Authorities to authorize a change are as follows:

- [define authorities]

Changes are reviewed [once a month] by [roles from customer side and from own organization’s side].

4.5 Escalation management

The following escalation procedure is valid:

- [describe procedure]

4.6 Compliments and complaints

Customers can send compliments and complaints by using the following documents:

- [document 1]
- [document 2]

Documents should be sent to [role description].

Complaints are handled as follows: [describe]

5. Charging

[organization name] charges for the supplied services on a monthly basis. Invoices will be issued on the first day of the month for the previous month.

Invoices will be sent to the following address: [customer address]

Monthly charges for the [service name] are to be paid to [organization name bank account]. Invoices should be paid within [..] days of receipt.

5.1 Penalties and incentives
In case [describe case when penalties should be charged], [organization name] pays penalties, which are calculated as follows:

- [describe calculation]

[organization name] has the right to calculate losses if [describe situation].

6. Measurement and reporting

Measurement is carried out in the following way:

[Describe how measurement is performed, technology background, etc. In such a way, a mutual understanding of possibilities will be achieved.]

Reports are created [monthly] and include the following:

- Achievement of the service level requirements
- Number of open, solved (inside SLA, where SLA was broken), escalated, late:
  - Incidents
  - Problem
  - Change
  - Service requests

7. Duration

Duration of this agreement is [enter period]. After such period, agreement will be automatically extended for one year.

8. Review cycle

This agreement and services which are included must be [reviewed and updated every six months].
Nonconformities must be [addressed and resolved]. Those responsible for review, update and nonconformities resolution are:

- [customer – name]
- [organization name – name]

9. Sign off

This contract exists in two copies, one for each party.

Comment [BV21]: e.g., if number of incidents which are solved in SLA target time are at least 98% of all incidents.

Comment [BV22]: Check if this is the norm, legally.