## OPERATIONAL LEVEL AGREEMENT

<table>
<thead>
<tr>
<th>Code:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Version:</td>
<td></td>
</tr>
<tr>
<td>Date of version:</td>
<td></td>
</tr>
<tr>
<td>Created by:</td>
<td></td>
</tr>
<tr>
<td>Approved by:</td>
<td></td>
</tr>
<tr>
<td>Confidentiality level:</td>
<td></td>
</tr>
</tbody>
</table>

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.

©2013 This template may be used by clients of EPIS Ltd. www.20000academy.com in accordance with the License Agreement.
## Change history

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

## Table of contents

1. GENERAL ........................................................................................................... 3
2. AGREEMENT ......................................................................................................... 3
   2.1 SCOPE ........................................................................................................ 3
   2.2 RELATIONSHIP ............................................................................................. 3
   2.3 COMMUNICATION PLAN .................................................................................... 3
   2.4 REQUIREMENTS TOWARD [DEPARTMENT NAME] STAFF ........................................... 3
3. SERVICE REQUIREMENTS ....................................................................................... 4
   3.1 SERVICE DESCRIPTION .................................................................................. 4
   3.2 SERVICE HOURS ........................................................................................... 4
   3.3 OPERATIONS .................................................................................................. 4
   3.4 SECURITY FRAMEWORK .................................................................................. 4
4. PROCESSES .......................................................................................................... 4
   4.1 CHANGE MANAGEMENT .................................................................................... 4
   4.2 CONFIGURATION MANAGEMENT ................................................................. 4
   4.3 AVAILABILITY MANAGEMENT ......................................................................... 5
   4.4 CAPACITY MANAGEMENT ............................................................................... 5
   4.5 ESCALATION MANAGEMENT ............................................................................ 5
5. CHARGING ............................................................................................................ 5
6. MEASUREMENT AND REPORTING ......................................................................... 5
7. DURATION .............................................................................................................. 5
8. REVIEW CYCLE ..................................................................................................... 5
9. SIGN OFF .............................................................................................................. 6

©2013 This template may be used by clients of EPPS Services Ltd. www.20000academy.com in accordance with the License Agreement.
1. General

This agreement is made between [department name] and [IT department name].

The purpose of this agreement is [support and maintenance for the service named].

This agreement is valid as of [date].

2. Agreement

2.1 Scope

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

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

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

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

Location of services to be delivered at the following locations:

- [list of locations]

2.2 Relationship

[IT Department name] is responsible to [enter IT Departments responsibilities].

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

2.3 Communication plan

Communication interfaces between parties are:

<table>
<thead>
<tr>
<th>[department name]</th>
<th>[IT department name]</th>
</tr>
</thead>
<tbody>
<tr>
<td>[name of the contact]</td>
<td>[name of the contact]</td>
</tr>
</tbody>
</table>

Responsibilities of contacts are:

- [Exchange information relevant to the service and end users and customers]
- [Resolve all issues related to the contract]
- [...] (continued)

Communication channels:

- [collaboration platform – insert tool name]
- [phone]
- [e-mail]
- [...] (continued)

2.4 Requirements toward [department name] staff

[Operational Level Agreement ver [version] from [date] Page 3 of 6]

©2013 This template may be used by clients of EPPS Services Ltd. www.20000academy.com in accordance with the License Agreement.
The following are required from [organization name] staff:

- P[...]
- [operator certificates]
- [...] 

3. Service Requirements

3.1 Service Description

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

3.2 Service hours

[department name] is obliged to provide service during the following service hours:

<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>

3.3 Operations

<table>
<thead>
<tr>
<th>Process</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Management</td>
<td>[responsibility to support Service Level Agreement, Service Level Objective, Incident resolution time]</td>
</tr>
<tr>
<td>Problem Management</td>
<td>[responsibility to support IT Department’s Problem Management process]</td>
</tr>
</tbody>
</table>

3.4 Security framework

The following [security requirement] must be fulfilled:

- [the requirement]

4. Processes

4.1 Change Management

[Enter responsibilities and procedures of how department supports IT Department with regard to Change Management process]

4.2 Configuration Management

[Enter responsibilities and procedures of how department supports IT Department with regard to Configuration Management process. Enter responsibilities and ownership of data.]
4.3 Availability Management

All components in the domain of [department name] must support service availability. Responsible for all availability issues on the side of [department name] is [name].

[If there are critical components and availability targets that must be met – list them here]

4.4 Capacity Management

[Define all performance and capacity targets which are the responsibility of this department. List responsibilities for capacity issues.]

4.5 Escalation management

The following escalation procedure is valid:

- [Describe procedure and responsibilities]

5. Charging

[department name] charges [the supplied service on a monthly basis on the first day of the month for the previous month. (enter any other definitions regarding charging)]

6. Measurement and reporting

Reports are created [monthly] and include the following:

- [Describe measurement and reporting]

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]. Those responsible for review, update and nonconformities resolution are:

- [Department – name]
- [IT Department name – name]
9. Sign off

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

[Department] ____________________________ [IT Department name] ____________________________

[date of signature] ______________________ [date of signature] ______________________

[name in capital letters] __________________ [name in capital letters] __________________

Comment [BV18]: Check if this is the norm, legally.