

[Organization logo]

[Organization name]

Commented [20A1]: All fields in this document marked by square brackets [] must be filled in.

SERVICE LEVEL AGREEMENT

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

Commented [20A2]: 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

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document template

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[organization name]

1. General

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

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

This agreement is valid as of [date].

Commented [20A3]: Please include the name of your company.

Commented [20A4]: Agreement can be made for more than one service. If this is the case, then every service has to have its own definition for service requirements and processes. On the other side, one customer can have more than one SLA for the service (depending of the service components).

2. Agreement

2.1 Scope

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

- 1. [Redacted]

Commented [20A5]:

Services which are not in the scope of this agreement are:

- 1. [Redacted]

Commented [20A6]:

Services which are not in the scope of this agreement [Redacted] shall not be provided. Services which are delivered to the following entities:

- 1. [Redacted]

Commented [20A7]:

Commented [20A8]: List all locations which are covered by this

2.2 Relationship

[Organization name] is responsible to [enter service provider's responsibilities].

Customer services is responsible to [Redacted]

Commented [20A9]: E.g. ensure appropriate skilled staff, resolve all incidents as defined in this agreement, suggest improvement on existing infrastructure, etc.

2.3 Communication plan

In order to facilitate communication between the service provider and the customer, contact persons from both organizations must be assigned.

The following contact persons are defined as contacts' point for the customer and the organization:

Customer Name	Organization Name
[Redacted]	[Redacted]

Commented [20A11]: Insert here the job title of the person(s) representing the customer.

Responsibilities of contacts are:

- 1. [Redacted]
- 2. [Redacted]
- 3. [Redacted]

Commented [20A12]:

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

Commented [20A13]: Please include a list of contacts' responsibilities according to your company practices.

[organization name]

- Web: [insert link]
- Phone: [insert phone number]

2.4 Requirements of [organization name] staff

The following are required from [organization name] staff:

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:

3.3 Service level requirements

Service Level Requirement	Requirement
Service Capacity	[file server usage] [number of transactions per minute] [transaction time]
Service Availability	[availability]
Service Performance	[performance]
Service Security	[security]
Service Support	[support]
Exceptions	[list all exceptions]

3.4 Security framework

The following security requirements must be fulfilled:

- [list requirements]

Commented [20A14]: Please include any other means your

Commented [20A15]:

Commented [20A16]: Please write the hours when your

Commented [20A17]:

Commented [20A18]: E.g. service is not available on location [X].

Commented [20A19]:

4. Processes

Commented [20A20]: Delete processes which are not relevant for the service in the scope of this agreement.

4.1 Service Request Management

The following process is valid when opening service requests:

- [describe the process]

Handling of service requests [20A21] The following procedure applies to handling of [20A21]

Commented [20A21]: [20A21]

- [describe the process]

Commented [20A22]: [20A22]

Service requests that must be addressed using a following category:

- [list categories]

The following table describes the priority matrix:



Priority criteria are:

- Priority 1 – [Service requests which have high impact and high urgency and require immediate solution]

- [describe criteria]
- [describe criteria]
- [describe criteria]
- [describe criteria]

Service requests that were fulfilled and do not require any completion from user will be closed automatically. [20A23]

Commented [20A23]: Adapt according to your company practices.

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

[Describe procedure. Include that [responsible person] informs customer and interested parties and escalates to higher management inside own organization].

4.2 Incident Management

The following process is valid when opening incidents:

- [describe the process].

Incidents reported to support and agreed. The following table describes the priority matrix:



Priority criteria are:

- Priority 1 – [Incidents which have high impact and high urgency and require immediate solution]
- Priority 2 – [...]
- Priority 3 – [...]
- Priority 4 – [...]
- Priority 5 – [...]

The following incidents are considered to be major incidents:

1. [Incidents which have high impact and high urgency and require immediate solution]

Major incidents are handled in the following way: [...]

Incidents that are not handled and do not fit the criteria are considered as minor incidents. **See [...]**

Commented [20A24]: Adapt according to your company practices.

4.3 Problem Management

The following process is valid Problem Management:

1. [Describe the process]

The following table describes the priority matrix:



Priority criteria are:

- Priority 1 – [Problems which have high impact and high urgency and require immediate solution]

[organization name]

- Priority 2 – [...]
- Priority 3 – [...]
- Priority 4 – [...]
- Priority 5 – [...]

4.4 Change Management

The following process is valid for change requests:

- [describe the process].



Commented [20A25]: E.g. Password Change – describe

Commented [20A26]:

Authorities to authorize a change are as follows:

- [define authorities]

Change can be closed by [...].



Commented [20A27]:

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:

- [complaint document]
- [compliment document]



Commented [20A28]: You can find templates for these documents in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/07.1_Business_Relationship_Management".

5. Charging



Commented [20A29]: Change if needed.

Commented [20A30]: Change if needed.

Commented [20A31]: You can change this if you issue the invoice electronically and send the invoice through email.

[organization name]

Monthly charges for the [service name] are to be paid to [organization name bank account]. Invoices should be paid within [...] days of receipt. In case of late payment, [describe option].

5. Payment and Invoicing

[Faint text describing payment terms]

- 1. [Faint text]

[Faint text]

Commented [20A32]: [Faint comment text]

6. Measurement and reporting

Measurement is carried out in the following way:

[Faint text describing measurement process]

Reports are created [monthly], and include the following:

- Achievement of the service level requirements
- 1. [Faint text]
- 2. [Faint text]
- 3. [Faint text]
- 4. [Faint text]

Commented [20A33]: You can modify this according to your company practices.

7. Duration

The duration of this agreement is [enter period]. After that, [agreement will be automatically extended for one year].

8. Termination

Each party can terminate this agreement without giving reasons by [sending written notice]. In such case, [agreement ends 30 days after termination receipt].

Commented [20A34]: You can adapt this according to your company practices.

[Faint text]

- 1. [Faint text]
- 2. [Faint text]

Commented [20A35]: [Faint comment text]

Commented [20A36]: [Faint comment text]

9. Review cycle

[organization name]

This agreement and any services that are included must be reviewed and updated [every six months]. Nonconformities must be recorded and resolved. The person responsible for review, update, and

Commented [20A37]: Adapt to your company practices.

- 1. Name of the Responsible Person for Customer Care
- 2. Name of the Responsible Person for Organization Care

Sign-off

The contract shall be signed by the following:

Commented [20A38]: [Redacted comment]

[customer]

[organization name]

[date of signature] _____
[name in capital letters]

[date of signature] _____
[name in capital letters]