

[Organization logo]

[Organization name]

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

## OPERATIONAL 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 [department name] and [IT department name].

The subject of this agreement is support and maintenance for the [redacted]  
The agreement is valid from [redacted]

**Commented [20A3]:** Agreement can be made for more than [redacted]

## 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:  
1. [redacted]  
Services which are not within the scope of this agreement are:  
1. [redacted]  
Services which are out of the scope of this agreement [redacted] should also be reported.  
Services which are not within the following sections:  
1. [redacted]

**Commented [20A4]:** [redacted]

**Commented [20A5]:** [redacted] etc.

**Commented [20A6]:** Choose the one that applies.

**Commented [20A7]:** [redacted]

### 2.2 Relationship

[IT Department name] is responsible for [redacted]  
Department name is responsible for [redacted]

**Commented [20A8]:** E.g. provide all relevant information

### 2.3 Communication plan

Communication channels between parties are:  
[redacted]

**Commented [20A9]:** List all responsibilities which customer

Responsibilities of contacts are:

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

**Commented [20A10]:** Please adapt according to your company practices.

Communication channels between parties are defined through:  
1. [redacted]  
2. [redacted]  
3. [redacted]  
4. [redacted]

**Commented [20A11]:** [redacted]

**Commented [20A12]:** [redacted]

[organization name]

## 2.4 Requirements of [department name] staff

The following are required from [organization name] staff:

- [redacted]
- [redacted]
- [redacted]

**Commented [20A13]:** [redacted]

## 3. Service Requirements

### 3.1 Service Description

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

### 3.2 Service hours

Department will be obliged to provide services during the following service hours:

Working Day	Non-Working Day
08:00 - 18:00	08:00 - 18:00

**Commented [20A14]:** [redacted]

**Commented [20A15]:** Enter procedure of how to handle [redacted]

### 3.3 Operations

Process	Description
Incident Management	[redacted]
Problem Management	[redacted]
[...]	

**Commented [20A16]:** This is best practice. You can delete or include additional elements according to your company practices.

**Commented [20A17]:** This is best practice. You can delete or include additional elements according to your company practices.

### 3.4 Security framework

The following security requirements must be fulfilled:

- [redacted]

**Commented [20A18]:** [redacted]

## 4. Processes

### 4.1 Change Management

[Enter responsibilities and the process of how the department supports the IT Department with

[redacted]

[redacted]

**Commented [20A19]:** Delete processes which are not relevant for the service in the scope of this agreement.

[organization name]

[Enter responsibilities and the process of how the department supports the IT Department with regard to the 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

### 4.4 Capacity Management

[Define all performance and capacity targets that are the responsibility of the department. List

## 5. Charging

[Department name] charges for [enter details of charges]

## 6. Measurement and reporting

[Department name] reports on [enter details of reporting]

## 7. Duration

Duration of this agreement is [enter period].

## 8. Review cycle

Nonconformities must be recorded and resolved. Responsibilities for review, update and nonconformities resolution are:

**Commented [20A20]:** You can delete this section if it is not applicable to your company practices.

**Commented [20A21]:** Change if needed.

**Commented [20A22]:** Change if needed.

**Commented [20A23]:** Examples:

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

**Commented [20A25]:** The content of the reports depends on the services provided.

**Commented [20A26]:** You can change this according to your company practices.

**Commented [20A27]:**

[organization name]

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- [Redacted]
- [Redacted]

### 9. Sign off

This contract [Redacted]

Commented [20A28]: [Redacted]

[Department]

[IT Department name]

[date of signature] \_\_\_\_\_  
[name in capital letters]

[date of signature] \_\_\_\_\_  
[name in capital letters]