

# Service Level Agreement (SLA) Template

**For:** [Customer Name]

**By:** [Service Provider Name]

**Effective Date:** [Effective Date]

**Document Owner:** [Service Provider Name]

## 1. Agreement Overview

This Service Level Agreement (“SLA” or “Agreement”) is established between [Service Provider Name] (“Service Provider”) and [Customer Name] (“Customer”) to outline the provision of services (“Services”) required for supporting and maintaining [Product/Service Name]. This Agreement remains valid until amended and approved by all stakeholders.

## 2. Goals and Objectives

The primary purpose of this Agreement is to ensure that all necessary components and commitments are in place to provide consistent IT service support and delivery to the Customer. The objectives of this SLA are to:

- Define service ownership, responsibilities, and accountability.
- Provide a clear, concise, and measurable description of service provision.
- Align the expectations of service delivery with the actual services provided.

## 3. Stakeholders

This Agreement includes the following stakeholders:

**Service Provider:** [Service Provider Name]

**Customer:** [Customer Name]

## 4. Periodic Review

This Agreement is valid from the Effective Date stated above and remains in effect until further notice. It will be reviewed at least once every fiscal year. If a review does not occur during the specified period, the current Agreement will continue to be in effect. The Business Relationship Manager is responsible for coordinating these reviews.

**Business Relationship Manager:** [Service Provider Name]

**Review Period:** Every 6 months

**Previous Review Date:** [Previous Review Date]

**Next Review Date:** [Next Review Date]

## **5. Service Agreement**

### **5.1 Service Scope**

The following services are covered under this Agreement:

- Phone support during business hours.
- Monitored email support.
- Remote assistance via Remote Desktop and VPN where applicable.
- Onsite assistance (subject to additional costs).
- Monthly system health checks.

### **5.2 Customer Responsibilities**

The Customer agrees to:

- Pay for all support costs as per the agreed schedule.
- Ensure the availability of representatives to address service-related incidents or requests.

### **5.3 Service Provider Responsibilities**

The Service Provider agrees to:

- Meet the response times for service-related incidents.
- Notify the Customer of scheduled maintenance in advance.

### **5.4 Service Assumptions**

Key assumptions related to in-scope services include:

- Changes to services will be communicated and documented for all stakeholders.

## **6. Service Management**

Effective support of in-scope services is contingent upon maintaining consistent service levels. The following sections outline the details related to service availability and monitoring.

### **6.1 Service Availability**

Coverage parameters for the services covered in this Agreement include:

- **Telephone Support:** 9:00 A.M. to 5:00 P.M., Monday – Friday. Calls outside these hours will be directed to a mobile phone or an answering service.
- **Email Support:** Monitored 9:00 A.M. to 5:00 P.M., Monday – Friday. Emails received outside of business hours will be collected, but action cannot be guaranteed until the next working day.
- **Onsite Assistance:** Guaranteed within 72 hours during the business week.

## 6.2 Response Times

The Service Provider will respond to service-related incidents or requests within the following time frames:

- **High Priority:** Within 0-8 hours during business hours.
- **Medium Priority:** Within 48 hours.
- **Low Priority:** Within 5 working days.

Remote assistance will be provided according to these time frames based on the priority level of the support request.