

*Template: Service Level Agreement (SLA)*

*This document is a template for creating a Service Level Agreement (SLA). Version 1.0 (2014-02-21)*

# *Comments & usage guidance*

* *This template provides a generic structure to be applied for defining and documenting a Service Level Agreement between a service provider and a customer or group of customers.*

This file is part of the FitSM series of standards for lightweight service management in federated IT infrastructures. It is intended to form the basis of documentation for those implementing (IT) service management following the FitSM approach or related frameworks. It may be edited to fit the needs of the specific area of application.

For more information on FitSM visit [www.fitsm.eu](http://www.fitsm.eu).

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* *For this template and its contents, the terminology (terms and definitions) according to FitSM-0 applies.*
* *The following template assumes that the SLA will be agreed for a single service, but it may be easily adapted to cover multiple services.*

SLA on [service]

# General

This agreement is made between [customer name], represented by [customer representative] and [service provider name], represented by [service provider representative] to cover the provision and support of the service as described hereafter.

This SLA is valid from [date]to [date].

# Scope & description of the service

This SLA applies to the following service:

[Name of the service plus references to the service catalogue]

[Brief description of the service that is subject to the scope of this SLA, e.g. based on information in the service catalogue]

# Service hours & exceptions

The service operates during the following hours:

[Service hours]

The following exceptions apply:

[Any exceptions from the regular service hours such as maintenance windows or other planned interruptions]

# Service components & dependencies

The service covered by this SLA is made up of the following (technical and logical) service components:

[List and description of relevant service components at appropriate level of detail]

# Support

The services covered by the scope of this SLA are provided with the following level of support:

[Details on support contact points and their hours of operation]

## Incident handling

Disruptions to the agreed service functionality or quality will be handled according to an appropriate priority based on the impact and urgency of the incident. In this context, the following priority guidelines apply:

[Specific prioritization guidelines]

Response and resolution times are provided as service level targets (see section 5).

## Fulfilment of service requests

In addition to resolving incidents, the following standard service requests are defined and will be fulfilled through the defined support channels:

[List of defined standard service requests]

Response and fulfilment times are provided as service level targets (see section 5).

# Service level targets

The following are the agreed service level targets for [name of the service]:

|  |  |
| --- | --- |
| **Service level parameter** | **Target** |
| Overall service availability | [Overall availability target] |
| [Parameter] | [Target] |
|  |  |
|  |  |
|  |  |

# Limitations & constraints

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

* [Workload limits]
* [Other limitations]

# Communication, reporting & escalation

## General communication

The following contacts will be generally used for communications related to the service in the scope of this SLA:

|  |  |
| --- | --- |
| **Customer contact for the service provider** | [Contact details] |
| **Service provider contact for the customer** | [Contact details] |
| **Service provider contact for service users** | According to defined support channels |

## Regular reporting

As part of the fulfilment of this SLA and provisioning of the service, the following reports will be provided:

|  |  |  |  |
| --- | --- | --- | --- |
| **Report title** | **Contents** | **Frequency** | **Delivery** |
| [Title] | [Brief specification of the contents] | [Frequency] | [Addressee and method of delivery] |
|  |  |  |  |

## SLA violations

The service provider commits to inform the customer, if this SLA is violated or violation is anticipated. The following rules are agreed for communication in the event of SLA violation:

[Rules for dealing with SLA violations]

## Escalation & complaints

For escalation and complaints, the defined service provider contact point shall be used, and the following rules apply:

[Rules for escalation and complaints]

# Information security & data protection

The following rules for information security and data protection apply:

[Rules for information security and data protection]

# Additional responsibilities of the service provider

[List and specification of any additional responsibilities or liabilities of the service provider]

# Customer responsibilities

[List and specification of any specific customer responsibilities]

# Review

There will be reviews of the service performance against service level targets and of this SLA at planned intervals with the customer according to the following rules:

[Rules (including frequency) for service reviews with the customer]

# Glossary of terms

For the purpose of this SLA, the following terms and definitions apply:

[List of terms and definitions and / or reference to an external glossary]

# Document control

|  |  |
| --- | --- |
| Document ID | [Unique document identifier] |
| Document title | SLA on [service] |
| Definitive storage location | [Storage location, e.g. URL of the file on a server or document management system] |
| Document owner | [Name of the person primarily responsible for maintaining and reviewing this document] |
| Version | [Version] |
| Last date of change | [Date] |
| Next review due date | [Date] |
| Version & change tracking | [Version history & simple change log] |