



# SERVICE LEVEL AGREEMENT

## DEFINITION

<i>Name</i>	SLA – Service Level Agreement
<i>Description</i>	An <i>SLA</i> is a formal agreement between a customer and their service provider. It provides a mutual understanding with regards to services, priorities, and responsibilities. It allows the customer to compare the delivered quality of service with the one promised and allows the provider to gauge performance.
<i>Rationale</i>	An <i>SLA</i> provides clear expectations for both parties
<i>Benefits</i>	<ul style="list-style-type: none"> <li>• Establishes specific expectations for specific service components</li> <li>• Provides a formal communication tool</li> <li>• Documents performance for reference and planning</li> </ul>

## ASSOCIATED ARCHITECTURE LEVELS

<i>Specify the Domain Name</i>	Systems Management
<i>Specify the Discipline Name</i>	Help Desk/Incident Mgmt
<i>Specify the Technology Area Name</i>	Help Desk Design
<i>Specify the Product Component Name</i>	

## COMPLIANCE COMPONENT TYPE

<i>Document the Compliance Component Type</i>	Guideline
<i>Component Sub-type</i>	

## SLA DETAIL

<i>State the Guideline, Standard or Legislation</i>	<p>Typically, an <i>SLA</i> does not cover technical details, but instead covers a broader scope of the business. The following main sections are commonly covered.</p> <ul style="list-style-type: none"> <li>➤ Introduction and purpose</li> <li>➤ Services to be delivered</li> <li>➤ Performance Measures, Tracking and Reporting</li> <li>➤ Problem Management</li> <li>➤ Customer Duties and Responsibilities</li> <li>➤ Security and Confidentiality</li> <li>➤ Resolution of Disputes</li> <li>➤ Term of the Agreement</li> <li>➤ Signatures</li> <li>➤ Schedules and Appendices</li> <li>➤ Changes and Revisions</li> </ul>
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<i>Document Source Reference #</i>	
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### SLA Sources

<i>Name</i>		<i>Website</i>	
<i>Contact Information</i>			
<i>Name</i>		<i>Website</i>	
<i>Contact Information</i>			

### KEYWORDS

<i>List Keywords</i>	Hours of Operation, Help Desk, SLA, Prioritization, Escalation, Roles, Policies, Reporting, Measurements, Customer Satisfaction, Provider
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### COMPONENT CLASSIFICATION

<i>Provide the Classification</i>	<input type="checkbox"/> <i>Emerging</i> <input checked="" type="checkbox"/> <i>Current</i> <input type="checkbox"/> <i>Twilight</i> <input type="checkbox"/> <i>Sunset</i>
<i>Sunset Date</i>	

### COMPONENT SUB-CLASSIFICATION

<i>Sub-Classification</i>	<i>Date</i>	<i>Additional Sub-Classification Information</i>
<input type="checkbox"/> <i>Technology Watch</i>		
<input type="checkbox"/> <i>Variance</i>		
<input type="checkbox"/> <i>Conditional Use</i>		

### Rationale for Component Classification

<i>Document the Rationale for Component Classification</i>	
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### Migration Strategy

<i>Document the Migration Strategy</i>	
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### Impact Position Statement

<i>Document the Position Statement on Impact</i>	
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### CURRENT STATUS

<i>Provide the Current Status</i>	<input type="checkbox"/> <i>In Development</i> <input type="checkbox"/> <i>Under Review</i> <input checked="" type="checkbox"/> <i>Approved</i> <input type="checkbox"/> <i>Rejected</i>
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### AUDIT TRAIL

<i>Creation Date</i>	07/24/2007	<i>Date Approved / Rejected</i>	10/16/07
<i>Reason for Rejection</i>			
<i>Last Date Reviewed</i>		<i>Last Date Updated</i>	09/25/2007
<i>Reason for Update</i>			