



Your Company Name

Service Level Agreement Template

Date

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Revision History

Date	Version	Author	Change

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Note: Text displayed in blue italics is included to provide guidance to the author and should be deleted before publishing the document. In any table, select and delete any blue line text; then click Home→Styles and select “Table Text” to restore the cells to the default value.

1 Purpose

Purpose describes the intent of the document, which is to formalize an arrangement between your company and the client to deliver specific support services, at specific levels of support, and at an agreed-upon cost.

2 Scope of Agreement

This section provides the services included and excluded in the service level agreement.

2.1 Services Included in the SLA

Provide a list of services included in the service level agreement (specific service effort must be defined by your organization), e.g.,

Service	Description
<i>Response to the transfer of trouble tickets</i>	<i>Response to the transfer of trouble tickets for level 3 support, which includes the following:</i> <ul style="list-style-type: none"> • <i>Corrective Maintenance with root-cause analysis and emergency repair of any system operation.</i> • <i>Ticket status updates.</i>
<i>Application monitoring</i>	<i>Monitor production applications to assess application availability.</i>
<i>Production application software enhancements</i>	<i>Complete an enhancement to an existing production application, determine level of effort, e.g., less than five days.</i>
<i>Transition of new or modified applications</i>	<i>When a new or modified application is ready to be transitioned into support.</i>
<i>Preventative maintenance</i>	<i>Analyze and take steps to prevent potential problems. Criticality and priority determines activities that help determine corrective maintenance activity.</i>
<i>Change management</i>	<i>Manage new or changed processes, practices, or policies.</i>
<i>Status reporting</i>	<i>Prepare and communicate scheduled status reports and ensure management/team is aware of the support issues and risks faced.</i>
<i>Knowledge management</i>	<i>Record, store, and retrieve information to assist in problem resolution.</i>



Service	Description
<i>Evaluation of new software or hardware</i>	<i>Evaluation or approval of new software or hardware.</i>
<i>Procurement of new software or hardware</i>	<i>Procurement of new software or hardware for use within the organization.</i>
<i>Level 1 and 2 support</i>	<i>Level 1 (help desk) and level 2 (infrastructure support). Diagnose problems and work in partnership to their resolution, including configuration changes where applicable.</i>
<i>On Call Support Management</i>	<i>Company support managers are required to be on call.</i>
<i>Software licensing</i>	<i>Provide software or licensing for software that is specific to an application.</i>
<i>Specific training</i>	<i>Provide training to support staff for specific application software.</i>

2.2 Services Not Included in the SLA

Provide a list of services not included in the service level agreement (specific service effort must be defined by your organization), e.g.,

Service	Description
<i>New development</i>	<i>Any change in a database or system that involves new functionality.</i>
<i>Modifications to original application specification</i>	<i>Any functionality not specified in the current design specification.</i>
<i>Enhancements greater than five days of effort</i>	<i>Enhancements greater than five days of effort.</i>
<i>Interfaces</i>	<i>New or added interfaces to other systems.</i>

2.3 Applications Covered

Provide a list of production applications the SLA supports and the services related to support.



3 Changes to Service Level Agreement

3.1 Termination of Agreement

Provide a list of provisions for termination of the agreement, e.g., a 90-day written notice of intent to terminate must be delivered by the client to the company.

3.2 Amendment to Agreement

Provide terms and conditions when an amendment to the agreement can be made and the approvals necessary to make it effective.

3.3 New Applications

Provide the conditions that new applications and versions can be implemented and moved into the process.

3.4 Levels of Effort

Provide the Levels of Effort (LOE) that are required to address in scope tasks and activities.

3.5 Renewal of Agreement

Provide when this SLA agreement will be renegotiated, e.g., a date, end of contract or when a specific condition occurs.



4 Metrics

4.1 Metrics Reporting

Request periodic reports containing performance activities (e.g., target performance and actual performance). List those activities that must be on the metric report and when the report must be provided.

5 General Terms and Conditions

5.1 Term of Agreement

Indicate when the SLA is accepted, ending date, and the terms of the agreement.

5.2 Organizations

Provide the names of the organization governed in the SLA.

5.3 Approvals

Provide the names to approve the SLA and make the agreement operational.

5.4 Key Contacts

Provide a list of key contacts.

5.5 Dependence on Other Organizations

Provide a list of other organizations or internal groups where dependence is required to provide application support services to manage interfaces or specific services (indicate their services).



5.6 Roles and Responsibilities

Provide a list of roles and responsibilities in the SLA, e.g.,

Company or Client	Role	Responsibility
<i>Client</i>	<i>Client</i>	<i>Provide all information required to open a support request.</i>
<i>Client</i>	<i>Client</i>	<i>Assign severity codes adhering to the correct usage of these codes as defined in [the client]'s case management process.</i>
<i>Company</i>	<i>Support Manager</i>	<i>Provide the overall direction of the activities of the support specialists, participate directly in the production of the associated deliverables, and will negotiate with [the client]'s support manager regarding the classification of enhancements and the scheduling of tasks.</i>
<i>Company</i>	<i>Support Specialist</i>	<i>Act as a point of contact for all application issues (bugs and enhancements).</i>

5.7 Glossary

List any terms that may not be fully understood without some explanation.

Term	Definition
<i>Support Request</i>	<i>A request for support to fix a defect in existing application code or a request for support that involves no modifications to application code, such as a question.</i>
<i>Work Order</i>	<i>Any request to make modifications to the functionality of an existing system or any request to add functionality to an existing system. Such requests are only covered under this agreement if under five days of effort.</i>
<i>Level 1 Support</i>	<i>This support is provided by the help desk when it receives the Support Request from their client. This represents generalist support. If this level of support cannot resolve the problem, the Support Request is passed to level 2 support, which is the infrastructure support specialist.</i>
<i>Level 2 Support</i>	<i>This support is provided by an infrastructure support or subject matter specialist. This level of support does not perform code modifications, if required to resolve the problem. Operational issues will be resolved at this level. If resolution requires code modification, the Support Request is passed to level 3 support.</i>



Term	Definition
<i>Level 3 Support</i>	<i>This support is provided by an application support specialist. This level of support does perform code modifications, if required to resolve the problem.</i>

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7 Reference Information

7.1 Disaster Recovery (DR) Application Tiers & Tier Descriptions

Tier	Description	Data Recovery Period	RTO (Maximum downtime)	RPO (Maximum Data Loss)	Infrastructure Requirements
1	<ul style="list-style-type: none"> Infrastructure (voice, data, domains / etc.). Applications critical to the generation of the product, or direct/immediate \$ impact. Critical Communications services. 	Recovery to begin immediately	0-8 hours	<15 minutes	Equipment will be set-up with local redundancy, and redundancy to the disaster recovery location. Application and Data must be replicated to the DR location.
2	<ul style="list-style-type: none"> Critical Financial applications Payroll Citrix Company communications. 	Recovery to begin within 8 hours	12 -24 hours	<15 minutes	Equipment will be set-up with redundancy to the disaster recovery location. Application and Data must be replicated to the DR location.
3	<ul style="list-style-type: none"> Important business applications Reporting Functions 	Recovery to begin within 12-24 hours	24-48 hours	24 hours (last backup)	Equipment contracted to be replaced with-in 24 hours. Data is backed up and will be restored.



Tier	Description	Data Recovery Period	RTO (Maximum downtime)	RPO (Maximum Data Loss)	Infrastructure Requirements
4	<i>Remaining applications will be recovered as needed and as time permit.</i>	<i>No set recovery time frame</i>	<i>As needed</i>	<i>24 hours (last backup)</i>	<i>Equipment contracted to be replaced with-in 24 hours. Data is backed up and will be restored.</i>

Recovery Time Objective (RTO) – The period of time within which systems, applications, or functions must be recovered after an outage, or the maximum allowable downtime.

Recovery Point Objective (RPO): The targeted point in time to which data must be recovered after an outage. From a business perspective RPO is the maximum amount of data loss the business can incur in an event.

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8 Severity Levels

Provide the problem severity level and correction information, e.g.,

Note: A problem is defined as an operational, environmental, network or application related deficiency that causes the respective system not to function as it was originally intended or designed. A production problem means that the application, system or systems component is not operating as it is designed to, and may potentially have impact to business operations and/or service level agreements, therefore it must be addressed with a high degree of urgency and focus.

Severity	Definition/Examples	Start & Notify Requester until Resolution	Error Completion Time
Severity 1: Business Critical	<i>System is significantly impacted and needs immediate assistance. Problem time is sensitive and has direct and immediate financial impact. Problem places significant burden on end-user's operations with no work-around available. This type of problem requires the Application Services Group to cease work on other activities and focus on providing a resolution for the Severity 1 issue, e.g., excessive downtime caused by a database crash which affects all users of the system or application.</i>	<i>Target: 1-3 hours</i>	<i>Time is of the essence</i>
Severity 2: High Priority	<i>Prevents user(s) from performing primary and secondary functions, or a Business Critical issue with workaround(s). Group re-prioritizes his or her work in order to resolve the issue, however leaving Business Critical issues first on their list.</i>	<i>Target: Within the Next business day</i>	<i>Within 1-2 Business days target</i>
Severity	<i>All other alleged errors that 'may' have an impact to the users day to</i>	<i>Target:</i>	<i>Within 1-4</i>



Severity	Definition/Examples	Start & Notify Requester until Resolution	Error Completion Time
3: Med Priority	<i>day operations but viable workarounds exist and the issue is low impact to the business user, e.g., a user has been locked out of the application but can wait until a reset of the password. The business user can also retrieve the data through other applications or sources.</i>	<i>4-8 hours during business days</i>	<i>business days target</i>
Severity 4: Low Priority	<i>All other alleged errors with absolute workarounds. Typically these issues also do not have an impact on the day to day operations of the business user.</i>	<i>Target: 4-8 hours during business days</i>	<i>Within 1-10 business days target</i>

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9 Levels of Support

Provide the 3 levels of application support to identify, troubleshoot, and resolve production issues:

Support Level	Description
Level 1	<p><i>This is support provided by the help desk when it receives a support request call from the business. The Help Desk on-call representative will provide first level support and respond to all emergency after hour calls, if they are unable to repair the issue they will call second level support either within the Infrastructure or Application Services team and remain on the call until the problem is resolved. If this level of support cannot resolve the problem, the support request is passed to the System Administrators who are level 2 support and the application specialists.</i></p> <p><i>For Severity Level 1 & 2 calls, the Help Desk will generate a text page to the on-call staff, every 30 minutes. The primary Systems Administrator will need to pick up, clear, and return the Help Desks call within 30 minutes. In the event that the message is not cleared within 30 minutes, the text page will again notify the on-call staff, at which point the secondary System Administrator will need to pick up, clear, and return the Help Desk call.</i></p>
Level 2	<p><i>This support is provided by the System Administrators. This level of support does not perform code modifications, if required to resolve the problem. Operational issues will be resolved at this level. If resolution requires code modification, the Support Request is passed to level 3 support.</i></p> <p><i>The Systems Administrators are converse in the business processes, application functionality and integration and are able to troubleshoot and/or answer questions as needed. The Systems Administrators will contact additional resources such as a business analyst, database or network administrators, or managers that may be needed to troubleshoot or resolve issues.</i></p>
Level 3	<p><i>This support is provided by the Development team or Vendor support. This level of support does perform code modifications, if required to resolve the problem.</i></p>



Support Level	Description
	<p><i>If the application is a commercial off-the-shelf product and the Systems Administrator cannot resolve the support question or issue, then the application vendor will be contacted for assistance. The issue is logged with the application vendor and System Administrators will work collaboratively to resolve the problem. With commercial off-the-shelf products, the IT Application Services team resolution time may be impacted based on vendor support availability.</i></p>

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9.1 Support Time

Provide support time guidance, e.g.,

Support Type and Hours	Description
<p>Normal Support (Monday – Friday: 7:00am – 6:00pm EST)</p>	<p><i>All problem resolutions will occur during normal support hours. Normal support hours are Monday through Friday, 7 a.m. – 6 p.m., Eastern Standard Time (EST) excluding holidays. Application operations support is also available 24 x 7.</i></p> <ul style="list-style-type: none"> • <i>The Help Desk can be reached by calling 732-555-8888 Option 3.</i> • <i>The Help Desk Representative must open a help desk ticket and enter all the pertinent information relating to the problem.</i> • <i>If the Help Desk Representative is unable to resolve the problem he/she will call the Level Two Support Representative.</i>
<p>After Hours Support</p>	<p><i>The After-hours “on-call” procedures provide the highest levels of responsiveness from the Support Staff. The escalation process to Senior Management is provided for all Urgent priority problems. If a problem occurs outside of normal Support hours (Mon – Fri, 07:00am - 06:00pm EST) The Help Desk can be reached by calling 732-555-8888 Option 3. Leave a message, providing a brief description of the problem, your name and a telephone number where you can be reached, upon completion of your message press # and the number 2 to notify the on-call Help Desk Representative. A Help Desk Representative will return your call within 30 minutes.</i></p> <ul style="list-style-type: none"> • <i>The Help Desk Representative must open a help desk ticket and enter all the pertinent information relating to the problem.</i> • <i>If the Help Desk Representative is unable to resolve the problem he/she will call the Level Two Support Representative.</i> • <i>On-Call Support staff is responsible for first level problem determination. Severity 1 & 2 problems are to be worked continuously to resolution unless otherwise agreed upon by the Senior Management.</i> • <i>If the problem is determined to have a critical impact to production deliverables, effort must be</i>



Support Type and Hours	Description																
	<p><i>made by all areas to resolve the problem in a timely manner. This may require that all persons involved must come in to work during off hours to assist with resolution/recovery efforts.</i></p>																
<p>Scheduled Application Maintenance Outages</p>	<p><i>Regularly scheduled events such as system maintenance and reboots can cause a service outage or have an impact on performance (such as slow response time). In order to limit the impact of these events on the user community, regularly scheduled application outage time periods are necessary.</i></p> <p><i>Enhancements and changes that require a service outage will be scheduled during scheduled application maintenance outages. Changes implemented during these outage windows will be submitted and approved via the normal Approval methodology. All times represent local time in the Eastern time zone.</i></p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="padding: 2px;"><i>Days</i></td> <td style="padding: 2px;"><i>Sunday</i></td> <td style="padding: 2px;"><i>Monday-Friday</i></td> <td style="padding: 2px;"><i>Saturday</i></td> </tr> <tr> <td style="padding: 2px;"><i>Times</i></td> <td style="padding: 2px;"><i>Anytime</i></td> <td style="padding: 2px;"><i>After 17:00</i></td> <td style="padding: 2px;"><i>Anytime</i></td> </tr> </table> <p><i>During periodic timeframes of heavy usage, the impact on operations normally outweighs benefits of upgrades. For this reason, maintenance outages will be suspended during the following periods:</i></p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr> <th style="padding: 2px;"><i>Period Description</i></th> <th style="padding: 2px;"><i>Period Duration</i></th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;"><i>Month-end close</i></td> <td style="padding: 2px;"><i>1st through 5th business day of each month</i></td> </tr> <tr> <td style="padding: 2px;"><i>Quarter-end close</i></td> <td style="padding: 2px;"><i>1st through 10th business day of the month following the end of each quarter</i></td> </tr> <tr> <td style="padding: 2px;"><i>Year-end close</i></td> <td style="padding: 2px;"><i>1st through 10th business day of January each year</i></td> </tr> </tbody> </table>	<i>Days</i>	<i>Sunday</i>	<i>Monday-Friday</i>	<i>Saturday</i>	<i>Times</i>	<i>Anytime</i>	<i>After 17:00</i>	<i>Anytime</i>	<i>Period Description</i>	<i>Period Duration</i>	<i>Month-end close</i>	<i>1st through 5th business day of each month</i>	<i>Quarter-end close</i>	<i>1st through 10th business day of the month following the end of each quarter</i>	<i>Year-end close</i>	<i>1st through 10th business day of January each year</i>
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10 APPENDIX

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