

Service Level Agreement (SLA)

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Company names. And Customer for the provisioning of IT services required to support and sustains the Product or service.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

Sample Service Level Agreement

Nicholas Bruce



Sample Service Level Agreement:

E-Business Service Level Agreements Andrew Hiles, 2002-06-30 Your customers don't care whether it is you your ISP ASP or other outsourced provider who screws up they just know they can't do business with you when they want to All that matters is that your e business is failing to deliver and that you need to hold someone accountable Meaningful Service Level Agreements SLAs are unambiguous comprehensive and enforceable SLAs commit suppliers to a defined quality of service failure to meet explicit service levels can result in penalties or even legal action Spectacular losses often follow e business outages particularly when SLAs are not in force The biggest hit is not necessarily loss of income or profit but impact on stock values especially when markets are skittish Some losses have exceeded 40 million with stock values falling by 26% This new book offers the keys to effective SLAs with Internet Service Providers ISPs and Application Service Providers ASPs which can go a long way toward averting catastrophic losses as well as day to day headaches **Integrating Service Level**

Agreements John K. Lee, Ron Ben-Natan, 2002-10-02 Service level agreements SLAs offer service providers a way to distinguish themselves from their competitors in today's volatile hypercompetitive market This book offers an innovative approach that takes full advantage of current interface automation and Internet based distribution and reporting technologies Addresses business level SLAs not just device level SLAs Describes a revolutionary approach that combines network management service management field service activities entitlement and rating with workflow automation technologies Service Level Agreements By Andrew Hiles, Hon FBCI, EIoSCM Andrew Hiles, Hon FBCI,

EIoSCM, 2016-06-01 In an ideal business climate all your service level agreements would align perfectly with business goals Your company's vision definitions requirements and performance measurement would be clear But in today's fast paced complex world of outsourcing you could use some help to make that a reality Look no further In A Rothstein Publishing Collection Service Level Agreements four key books by Andrew Hiles combine to help you achieve effective agreements Andrew Hiles draws on decades of experience to guide you in achieving service level agreements SLAs that are not simply legal documents but are strategic business centric tools that can lead to enduring satisfying and profitable relationships between customer and supplier In this four book package you will receive a step by step guide to designing negotiating and implementing SLAs in your organization Service Level Agreements Winning a Competitive Edge for Support Supply Services The Complete Guide to IT Service Level Agreements Aligning IT Service to Business Needs E Business Service Level Agreements Strategies for Service Providers E Commerce and Outsourcing Creating a Customer Focused Help Desk How to Win and Keep Your Customers These books include checklists samples statistics and real world case studies that will help you to Create clearly written SLAs that are unambiguous comprehensive and enforceable Balance service costs against quality for business advantage Provide the level of service that meets the expectations of customers and keeps them loyal Apply quality assurance techniques to the SLA to identify the right quality of service Prevent disputes between customers

and suppliers Avoid catastrophic losses and day to day headaches **Computer Telephony Integration** William A. Yarberry, Jr.,1999-09-24 In this real world guide for telephony decision makers the author presents practical techniques for selecting implementing and managing voice communications systems including Voice over IP It enables buyers to focus on telephony systems that fit their organization s needs It provides a wealth of new ideas that will enable them to provide new services existing services at a lower cost and zero downtime service levels It helps them to quickly articulate a telephony strategy that encompasses large and small offices domestic and international locations and a heterogeneous hardware software environment *The Complete Guide to Preparing and Implementing Service Level Agreements* Sheila Pantry,Peter Griffiths,1997 Service Level Agreements are being used increasingly in the ILS sector as a means of ensuring quality of service and value for money This volume offers librarians and information managers practical step by step guidance to constructing and implementing an SLA **Organization Design** Ronald J. Recardo,Recardo Ronald,2008 Faced with the challenge of developing effective customer service training Not sure where to start Whether you are a novice at the customer service game or an experienced facilitator this book will make the development process fun and a whole lot easier How to Get Customers Swearing by You Not at You is an invaluable source of customer service material tips and ideas all geared toward keeping the customers you worked so hard to get The book is highly readable the suggestions are easily adapted and the information is serious yet presented in a lighthearted manner Step by step the Telephone Doctor walks you through the process of creating a formal customer service training program Topics include barriers to training management involvement content budgets and costs icebreakers workbooks role playing lecturing questions problem attendees classroom evaluations testing and more Throughout the book the author offers short commentaries on aspects of training and customer service that will help you look at the subject in a fresh new light How to Get Customers Swearing by You Not at You covers a lot of ground But it is all common sense and will empower you to create your own customer service training program and make it as basic or elaborate as you wish **Performance Improvement in Hospitals and Health Systems** James R. Langabeer II, FHIMSS, CMA, Editor,2009 Software Testing in the Cloud: Perspectives on an Emerging Discipline Tilley, Scott,Parveen, Tauhida,2012-11-30 In recent years cloud computing has gained a significant amount of attention by providing more flexible ways to store applications remotely With software testing continuing to be an important part of the software engineering life cycle the emergence of software testing in the cloud has the potential to change the way software testing is performed Software Testing in the Cloud Perspectives on an Emerging Discipline is a comprehensive collection of research by leading experts in the field providing an overview of cloud computing and current issues in software testing and system migration Deserving the attention of researchers practitioners and managers this book aims to raise awareness about this new field of study **Foundations of Service Level Management** Rick Sturm,Wayne Morris,Mary Jander,2000 This text enables IT managers to create a detailed and practical SLM strategy and shows them how to implement it in their

organizations Service Level Agreement 56 Success Secrets - 56 Most Asked Questions on Service Level Agreement - What You Need to Know Nicholas Bruce, 2013-06 There has never been a Service Level Agreement manual like this Service Level Agreement 56 Success Secrets is not about the ins and outs of Service Level Agreement Instead it answers the top 56 questions that we are asked and those we come across in forums our consultancy and education programs It tells you exactly how to deal with those questions with tips that have never before been offered in print This guidebook is also not about Service Level Agreement best practice and standards details Instead it introduces everything you want to know to be successful with Service Level Agreement A quick look inside of the subjects covered Defining Positives Service Level Agreement The Service Provider s Side Advantages and Disadvantages of Service Level Agreement Cited DBA at Large The Role of a DBA in Service Level Agreement How About Trying a Free Service Level Agreement How Does One Draft A Service Level Agreement for Applications Internal IT Performance Management The Need for Service Level Agreement Metrics Components of A Service Level Agreement Template Faculty Service Level Agreement in the Campus What Covers a Sample Service Level Agreement Clear Expectations through Internal Service Level Agreement Finding Samples Service Level Agreements Marketing Service Level Agreement One Step Ahead of the Contract Samples of Outsourcing Service Level Agreement How Do We Define Service Level Agreement Creating the Proper Service Level Agreement Service Level Agreement ITC Know to Agree South African Internet Connectivity and Service Level Agreement What is an Internal Service Level Agreement Service Level Agreements In Applications Make things Easy the Service Level Agreement way Purposing a Purpose Service Level Agreement To Terminate or Not to Terminate The Legal Aspects of a Service Level Agreement The Rules and Regulations The Service Level Agreement Governance Policy The Software for Service Level Agreement Management What is Service Level Agreement What is a Core Services Service Level Agreement The Role of Service Level Agreement to the World of Business Establishing Operational Service Level Agreements Service Level Agreements Is Easy With Templates What Should I Look for in a Consultancy Service Level Agreement Share your Data Under Co location Service Level Agreement Looking For Free Essays On Service Level Agreements How to Interpret Service Level Agreement Logistics The Contents of Service Level Agreements Advantages and disadvantages of service level agreement How To Write a Service Level Agreement The Right Way Some Common Elements Found in Service Level Agreement Examples and much more **Outsourcing Human Resources Functions** Mary F. Cook, Scott B. Gildner, 2006 Executives and HR professionals will gain the edge in the competitive and increasingly global business world with this detailed breakdown of outsourcing A who s who of large companies including the Bank of America IBM Motorola PepsiCo and Procter today s business question is no longer if companies will outsource HR but when and how they will do so This guide covers every aspect of outsourcing taking readers step by step through identifying functional candidates for outsourcing defining requirements drawing up a request for proposal RFP and a request for information RFI assessing the proposals and bidders contracting for services and

managing their out sourced functions successfully Helpful sample contracts are included on a CD ROM ensuring that when the time comes for a business to look outside its staff its managers will be equipped for success **Management of Information Technology** Carroll W Frenzel,John C. Frenzel,2004 Management of Information Technology focuses on the management and enterprise wide issues of information technology These issues are examined from a managerial perspective from the first line manager to the chief executive officer **Building the Operational Data Store** W. H. Inmon,Claudia Imhoff,Greg Battas,1996 The operational data store takes what the data warehouse accomplishes at the strategic and managerial level and applies it to the operational level W H Inmon the father of the data warehouse and his co authors show you what the operational data store is what it can do for you and how to put it to work in your organization **Cisco? Network Design Handbook** Michael Salvagno,2000-05-19 This handbook guides network administrators in planning and deploying networks dependent on Cisco products The book differs from the competition by focusing on quick practical solutions to design problems rather than presenting a theoretical or academic overview Features five useful appendixes including network planning and maintenance checklists **ITIL Foundation All-in-One Exam Guide** Jim Davies,2016-08-05 Written by an Information Technology Infrastructure Library ITIL consulting and training expert this all new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on the job reference ITIL Foundation All in One Exam Guide takes you through ITIL Foundation v3 2011 explaining the fundamentals of IT Service Management the five stages of the service lifecycle ITIL processes functions within them and their crucial interactions all while clearing up common misapprehensions about ITIL and adding valuable insights and examples The ITIL is the best practice framework adopted worldwide for managing IT services and the ITIL Foundation Certification can be considered a pre requisite for success for all involved in IT services as well as a stepping stone to IT Service Management certifications in ITIL Exam Tips accelerated reviews and end of chapter practice exam questions ensure you re on track to pass the Foundation exam Filled with practical exercises and examples that reinforce learning the book and electronic content include more than 300 practice exam questions and exclusive real world examples of how an understanding of ITIL can be used to address common service management challenges ITIL Licensed Product an official endorsement of the quality and accuracy of the book s content Electronic content includes practice exams in a customizable test engine video training from the author on key concepts worksheets and a Quick Review Guide In depth case studies analyze projects end to end through ITIL s framework taken from the author s 40 years of experience as an ITIL consultant Jim Davies ITSM UK s 2013 Trainer of the Year and ITIL Champion provides his 10 Commandments of IT Service Management **Making Information Technology Work** Roger Kropf,Guy Scalzi,2007 A book for senior executives managers and clinicians that covers the before during and after stages of a health care information technology IT project and provides guidance on how projects can be successfully managed It shows readers how to assess IT project value before approval monitor whether projects are on time and on budget and measure

performance after implementation Case studies and effective project management tools and techniques help readers maximize project benefits Kropf and Scalzi take a three part approach that makes it easy for non IT executives and managers to assess a project s development from start to finish **Building the New Enterprise** Harris Kern,1998 A guide to implementing Client Server technologies that covers the people the processes and the technologies that are critical to making the transition **Knowledge-based Intelligent Information and Engineering Systems** ,2004 **Getting Your Client Online** ,2001 *Internet Outsourcing Using an Application Service Provider* Joseph R. Matthews,2002 Provides library directors library system managers and library board members with practical suggestions for approaching the issue of outsourcing in a clear and deliberate manner

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