

Service Level Agreement

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Service Level Management

⟨Company⟩

Service Level Agreement

Customer: Customer Division

Provider: IT Department

Version :
Date :
Location :
Author :

REVISION CONTROL

Title:		
Current Version:		
Publication Date:		
Authors:		
Contributors:		
Approved by:		

Document Review:

To ensure that the <Company> achieves its stated objectives, this document will be reviewed according to the <Company> Document Control Process. Ownership of the document belongs to the <Process Owner>. Any enhancements will be communicated to all interested parties.

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This document is a controlled issue that supersedes all previous issues. Please discard any previous copy of this document dated prior to the version and publication date noted above.

Date	Version	Name of Person Making Change	Description of Changes
	0.01		Initial document

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■ Signatories

Reference No: XXXXX
 Issue No: X.X
 Agreement Period: <Month Day, Year> to <Month Day, Year>
 Review Date: <Month Year>

Authorization of this Service Level Agreement is the joint responsibility of the following people:

Customer _____ Date _____
 (For, and on behalf of Customer Division)

Service Provider _____ Date _____
 (For, and on behalf of I.T. Division)

It is the responsibility of I.T. Division to issue and amend the document as agreed to by the above parties:

Distribution: Customer
 Service Level Manager
 Service Managers
 Service Agreement File

■ Cost Schedule

Recovery of costs will be by way of a period charge from I.T. Division to Customer Division. The manday rate for the current financial year is \$XXX per day.

Schedule 1 ABC service Expected maximum of \$?

The charging algorithm as follows:

	ABC Charges	
Processing (see note) (p per MRU)	Interactive	Batch
Week days 09:00 to 12:00	.20	.10
12:00 to 14:00	.10	.10
14:00 to 17:00	.20	.10
17:00 to 09:00	.10	.07
Week ends	.08	.07
File store (per Mbyte per week)	.15	
Note: MRUs are a weighted composite of central processor usage and file store access activity.		

Schedule 2 XYZ service FIXED PRICE of \$k
 Schedule 3 Communications Service FIXED PRICE of \$k
 Schedule 4 I.T. Support service FIXED PRICE of \$k

1 Introduction

1.1 Scope

This service level agreement documents the commitment made by I.T. Division for the provision of all services to Customer Division.

The services used by Customer Division are:

- The ABC computing service - detailed in Schedule 1
- The XYZ computing service - detailed in Schedule 2
- The Communications service - detailed in Schedule 3
- The I.T. Support service - detailed in Schedule 4

1.2 Objectives

The objective of this document is to define clearly the responsibility and commitment between I.T. Division and Customer Division for the services delivered.

1.3 Business Continuity

I.T. Division has not received formal requests to support business continuity plans and do not have a total system disaster plan. I.T. Division will endeavour to resurrect its computing and support services as soon as possible after a disaster that renders its services unusable.

1.4 Security

It is the responsibility of the Customer to ensure that the holding and processing of personal data is registered with the Data Protection Act.

1.5 Service Management

I.T. Division will monitor the levels of service delivered and compare these to agreed service levels. Where a failure to meet requirements has occurred, the necessary action to rectify the service and prevent a recurrence will be initiated.

A service review meeting will be held no less than bi-monthly where the Customer and the Service Level Manager will cover the following:

- Review performance against targets
- Review service achievements
- Review service related problems
- Identify service trends
- Discuss future trends and workload requirements
- Discuss and agree any changes to this agreement

In order to facilitate the meeting, I.T. Division will provide a service report which will address the above points.

It is important that the Customer notifies their Service Level Manager of any business plans that may affect their long term computing or communications equipment requirements. Failure to notify I.T. Division of workload variations may result in severe service degradation which could ultimately lead to invalidation of this agreement.

Schedule 1

ABC Service

2 Schedule 1 - ABC Service

2.1 Service Profile

I.T. Division will provide the ABC environment with interactive processing, transaction processing, associated batch processing and storage facilities. Printing capabilities are also provided. I.T. Division will monitor any failed access attempts to the system and report any potential problems to the Customer.

2.2 Applications

The following applications are currently in use by Customer Division and maintained by I.T. Division, where improvements to application service levels are required they will be the subject of a separate schedule.

EMAIL SYSTEM

Email system for communications within the Company which allows the sending and receiving of mail, the setting up of meeting and reminders, the maintenance of a diary, the sending and receiving of local and international telexes and access to up to date information such as the telephone directory.

MANAGEMENT INFORMATION SYSTEM

An information system containing organization, finance and projects data.

PLANNING SYSTEM

Controls the planning of all projects being undertaken by Customer Division.

ACCOUNTS SYSTEM

An accounting and management reporting system.

ASSET CONTROL SYSTEM

Registration and control of the company's fixed assets for Accounts sections.

HUMAN RESOURCES SYSTEM

The Human Resources system provides an on-line data record keeping facility to enable the storing and retrieving of information with the assurance of security and confidentiality.

2.3 Service Availability

The service is available **seven days a week between 08:00 -18:00**, however, the service is available at other times except during backup and agreed maintenance slots. Use of the service over the weekend must be registered with the Service Desk on **extension XXX** by the preceding Thursday to ensure availability. I.T. Services endeavour to achieve 100% availability for its computing services during the stated service hours. The lowest availability target is 98% in any calendar month.

2.4 Maintenance

The responsibility for the provision of maintenance contracts for the ABC service which includes engineer's callout with I.T. Division.

I.T. Division reserves the right to schedule system maintenance on the **first Sunday each month between 09:00 - 12:00**, when service will be unavailable. Maintenance of the Computer Room and Communications facilities is carried out once a year resulting in a complete shutdown.

Maintenance always takes place by negotiation and is subject to 10 working days advance notification.

2.5 Recoverability

In the event of a service failure, the target maximum time to recover from a service break is 1 hour 30 minutes.

2.6 System Backup

I.T. Division undertake daily incremental and weekly image backups outside the service hours detailed in section 1.3 in order to provide contingency in the event of a hardware failure. Such failure will be compensated for by restoring to the last full system backup and any ensuing incremental backup.

2.7 System Access

Customer access to the service is subject to the I.T. Division Customer Registration Procedures, System Design - Security and Passwords.

Schedule 2

XYZ Service

3 Schedule 2 - XYZ Service

3.1 Service Profile

I.T. Division will provide the XYZ environment to provide interactive processing, transaction processing, associated batch processing and storage facilities. Printing and plotting capabilities are also provided.

3.2 Applications

The following applications are currently in use and maintained by I.T. Division, where improvements to application service levels are required they will be the subject of a separate schedule.

STORES SYSTEM

Stock control system maintaining a list of items required for construction projects.

DESIGN COST SYSTEM

To record timesheet and expenses claims for Construction projects for invoice production.

SITE COST SYSTEM

To record and report on the Quality Assurance valuations of work done on site works contracts.

COMMISSIONING DOCUMENTS SYSTEM

To record and report upon data for handling the commissioning documents for new plants.

QA RECORDS SYSTEM

Computerized register of documents needed for Quality Assurance during construction.

3.3 Service Availability

The service is available **Monday to Friday 08:30 - 16:00**, however, the service is available at other times except during backup initiation and agreed maintenance slots. Use of the service over the weekend must be registered with the Service Desk on **extension XXX** by the preceding Thursday to ensure availability. I.T. Division endeavour to achieve 100% availability for its computing services during the stated service hours. The lowest availability target is 98% in any calendar month.

3.4 Maintenance

The responsibility for the provision of maintenance contracts for the XYZ service which includes engineer's callout with I.T. Division. Maintenance of the Computer Room and Communications facilities is carried out once a year resulting in a complete shutdown.

Maintenance always takes place by negotiation and is subject to 10 working days advance notification.

3.5 Recoverability

In the event of a service failure, the target maximum time to recover from a service break is 2 hours.

3.6 System Backup

I.T. Division undertake backups outside the service hours shown in section 2.3 in order to provide contingency in the event of a hardware failure. Such failure will be compensated for by restoring to the last full system backup and any ensuing incremental backup. The backup is to restore the XYZ machine to a specific point in time not necessarily the application. Customers are not able to access the system between **16:00 and 16:15 Monday to Friday** while the backup procedure is being initiated.

3.7 System Access

Customer access to the service is subject to the I.T. Division Customer Registration Procedures, System Design - Security and Passwords.

Schedule 3

COMMUNICATIONS Service

4 Schedule 3 - Communications Service

4.1 Service Profile

I.T. Division will provide a communications network service that encompasses:

- voice network covering all Sites. (excluding Telephone Operators)
- data network covering all Sites
- miscellaneous Telecomms, i.e. mobiles

4.2 Services

TELEPHONE SERVICE

The standard telephone service, switchboard, and directory. The service is available **24 hours, 365 days per year** (subject to scheduled maintenance). The telephone exchange switchboard is operated **Monday to Friday between 08:00 to 17:00**.

I.T. Division reserves the right to schedule maintenance of the telephone exchange equipment on the **first Sunday of each month between 10:00 - 12:00** when the service is unavailable.

VOICE MAIL SERVICE

Voice mail enables telephone messages to be stored, for subsequent interrogation. The service is available **24 hours, 365 days per year** (subject to scheduled maintenance). The Voice Mail system is backed up at midnight each day during which time the service remains available.

VIDEO CONFERENCING

The main site facility is located in room 301 and the second site facility is in room 291. The service is available **08:00 to 17:00, Monday to Friday** (excluding Public Holidays). Bookings, with at least one hours notice of requirements, should be made through the Service Desk on **extension XXX**. The service will be charged on the basis of n hour slots for \$nn.

VOICE NETWORK

Maintaining equipment and lines, designing, planning and implementing any new or moved telecommunications service.

DATA NETWORK

Maintaining the existing data networks, designing, planning and implementing any new or moved networks.

4.3 Service Availability

The Voice and Data Network is available **24 hours a day, 7 days a week** subject to the maintenance requirements detailed in section 8.2.

4.4 Maintenance

The responsibility for the provision of maintenance contracts which includes engineer's callout is with I.T. Division.

Maintenance of the Computer Room and Communications facilities is carried out once a year resulting in a complete shutdown.

Maintenance always takes place by negotiation and is subject to 10 working days advance notification.

4.5 Recoverability

Where possible major communications nodes have built in redundancy which reduces the potential for fault causing outages. Therefore, a fault causing a major outage is likely to be a serious problem and therefore take a minimum of 4 hours to resolve.

Schedule 4

5 I.T. Support Service

5.1 Service Profile

The I.T. Service Desk is available from **Monday to Friday 08:00 - 18:00**, excluding Public Holidays.

Service Desk extension number nnn

The Service Desk will provide support against the services detailed in the appropriate previous schedules.

5.2 Problem Management

All problems are recorded and will be resolved following defined problem management procedures. If possible, problems will be immediately resolved with the Customer. Otherwise, they will be managed to achieve the response and resolution target times indicated in the following chart. Internal I.T. Division problem escalation procedures are in place to achieve these targets. Problems remain active until resolution is agreed between the Customer and the Service Desk.

PROBLEM MANAGEMENT TARGET TIMES

Priority	Computing Service			Telecomms	
	High	Medium	Low	High	Low
Service Desk calls Customer representative(s) to inform on priority and feedback frequency	1/2 hr	2 hrs	4 hrs	1/2 hr	4 hrs
Problem diagnosis and remedial action commenced	3 hrs	8 hrs	2 days	3 hrs	1 day
Problem resolved and services reinstated	6 hrs	2 day	4 days	1 day	2 days

Target times are calculated within the 08:00 – 18:00 Support hours, Monday to Friday.

5.3 Change Management

Customers should contact the Service Desk with requests for amendments to service hours during the standard working day, requests for service outside standard working hours or support for changes to local equipment configurations. The Service Desk will record and co-ordinate all changes performed by the support service. Changes to service hours and major changes require 4 weeks notification of implementation and require management authorization from the Customer, however, emergency changes to correct a recognized problem can be raised and implemented within this timeframe.

Failure to comply with the above Change Management procedures could affect the Service Desk's ability to meet defined Problem Management targets.