

Service Level Agreement

Contract Areas to Consider

Overview	The following section presents a number of key areas to consider when building SLA Contract documents.
Level of Formalization	Service levels may range from a formalized contract that is signed off by representative customer departments to informal "known" levels internal to IT functions. IT should be aware which level of formalization is appropriate.
Ability to Meet Service Targets	IT should ensure that documented levels of service can indeed be met. Targets should allow for a latitude contingency to cover occasional problems or slowdowns to occur without jeopardizing targets. Within ITIL, Availability Management should review planned targets and provide guidance as to what levels may be appropriate given current IT capabilities. Requirements for new capabilities should be highlighted to management to determine whether to invest in them or not.
Control of Customer Expectations	Targets should be communicated to customers in terms that make them clearly understood from their perspective. This promotes a good level of understanding and cooperation when service problems do occur.
Handling SLA Contract Changes	Processes should be in place to handle changes in service requirements. Customers may wish to negotiate better service levels, add new functions that require new levels of service or periodically renew current levels. These should be negotiated through a Service Level Manager and processed via Change Management.
Number of SLA Contracts	Less is better, more greatly increases management overhead to report and manage. It may be determined to have a single contract for all departments versus multiple service contracts for different departments. Another structure may be to have a base agreement that covers everyone as a default with a limited set of overriding contracts for unique needs.

Sample Service Level Agreement Between Departments

J Spring



Sample Service Level Agreement Between Departments:

Best Practice for Security Management United Kingdom. Treasury. Office of Government Commerce, 1999 Security Management is the process of managing a defined level of security on information and IT services Included is managing the reaction to security incidents

Shared Services in Finance and Accounting Tom Olavi Bangemann, 2005 Most large companies worldwide today have some kind of shared services concept in place Over half of the medium and large companies are currently engaged in some kind of shared service project activity The investment in shared services is always calculated in millions In other words the costs of getting it right or getting it wrong can be huge Shared Services in Finance and Accounting is a concise blueprint for identifying assessing designing implementing and improving the process for shared services in the finance and accounting function Tom Bangemann focuses on critical success factors the people issues involved and learning from other people s big mistakes The book includes a variety of real life examples and real benchmarking data performance metrics and best practices The section on implementation is based on a proven five phase methodology and explains the steps and activities involved as well as showing examples of the deliverables and the results you can expect Any CEO MD CFO Finance Director and senior finance people will find this book a must have guide to the process before they start and an excellent benchmark against which to measure the performance of any existing shared service operation

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

Performance Improvement in Hospitals and Health Systems James R. Langabeer II, FHIMSS, CMA, Editor, 2009

Department of Transportation and Related Agencies Appropriations for 2000 United States. Congress. House. Committee on Appropriations. Subcommittee on Department of Transportation and Related Agencies Appropriations, 1999

Department of Transportation and Related Agencies Appropriations for 2000: Department of Transportation, Coast Guard United States. Congress. House. Committee on Appropriations. Subcommittee on Department of Transportation and Related Agencies Appropriations, 1999

Brink's Modern Internal Auditing Robert R. Moeller, 2005-01-07 Brink s Modern Internal Auditing Sixth Edition is a comprehensive resource and reference book on the changing world of internal auditing including Sarbanes Oxley compliance issues Sixth edition of a very well respected auditing resource Provides an overview of the role and responsibilities of the internal auditor Includes discussion of the Sarbanes Oxley Act and the impact it has on auditing particularly concerning controls Provides expanded coverage of fraud and business ethics Includes guidance on reporting results effectively Provides in depth discussion of

internal audit and corporate governance *Service Agreements - A Management Guide* itSMF International,2006-09-09
Note This book is available in several languages Chinese English This book provides a more thorough approach to service agreements than available so far It takes the material from ITIL best practices one step further by providing a more comprehensive and holistic approach to service agreements Grids and Service-Oriented Architectures for Service Level Agreements Philipp Wieder,Ramin Yahyapour,Wolfgang Ziegler,2010-08-03 As Grids and service oriented architectures have evolved to a common infrastructure for providing and consuming services in research and commercial environments mechanisms are needed to agree on the objectives and the quality of such service provision There is a clear trend to use electronic contracts between service consumers and one or more service providers in order to achieve the necessary reliability and commitment from all parties Service Level Agreements SLAs are the means to model and manage such contracts in a unified way Grids and Service Oriented Architectures for Service Level Agreements the thirteenth volume of the CoreGRID series contains current research and up to date solutions from research and business communities presented at the IEEE Grid 2009 Workshop on Service Level Agreements in Grids and the Service Level Agreements in Grids Dagstuhl Seminar 2009 The contributions in this volume cover Grid environments but also generic models for SLA management that are applicable to service oriented systems in general like market economic strategies negotiation models or monitoring infrastructures Grids and Service Oriented Architectures for Service Level Agreements is designed for a professional audience composed of researchers and practitioners within the Grid community industry and is also suitable for advanced level students in computer science *The Project Management Answer Book* Jeff Furman PMP,2014-12 If it s essential to project management it s in here The first edition of The Project Management Answer Book addressed all the key principles of project management that every project manager needs to know With a new chapter on scrum agile updates throughout and many new PMP test tips this new edition builds on that solid foundation The structure of this update maps closely to the PMBOK Guide Fifth Edition and is designed to assist anyone studying for the PMP and other certification exams Helpful sections cover Networking and social media tips for PMs including the best professional organizations virtual groups and podcast resources The formulas PMs need to know plus a template to help certification candidates prepare and self test for their exams Quick study sheet for the processes covered on the PMP exam Key changes in PMBOK Guide Fifth Edition for readers familiar with earlier versions who want the skinny on the new version PMs at every level will find real gold in the information nuggets provided in this new edition Those new to project management will find the comprehensive coverage and the depth of the answers especially valuable and will like the easy to read style and Q A format For experienced managers looking for new tools and skills to help them pass their PMP or other certification exams this is a must have resource

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