Service Level Agreement

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Company name. and Customer for the provisioning of IT services required to support and sustain 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This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.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.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

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Sara Cullen

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    Scott on Outsourcing Michael Dennis Scott,2006 It s been going on for decades But today more firms than ever are using outsourcing to help cut costs improve business processes and focus on their core business The most successful of these companies are the best informed Whether you re just   **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   Outsourcing Management Information Systems Schniederjans, Ashlyn,Schniederjans, Dara,Schniederjans, Marc,2006-09-30 This book balances the positive outcomes of outsourcing which have made it a popular management strategy with the negative to provide a more inclusive decision it explores risk factors that have not yet been widely associated with this strategy It focuses on the conceptual what why and where aspects of outsourcing as well as the methodological how aspects Provided by publisher   **The Contract Scorecard** Sara Cullen,2005-08   **Outsourcing** Oakie D. Williams,2022-01-26 As global competition grows more fierce companies continue to look for ways to increase their competitive edge without jeopardizing profit margins Today s corporations are starting to realize the competitive advantage that Information Technology IT can bring to a company These corporations are also realizing that staying current with technology requires a great deal of effort risk and expense This is one of the primary reasons CEO s are considering outsourcing as an alternative Written by a CIO who has successfully maneuvered through the outsourcing process Outsourcing A CIO s Perspective addresses the realistic expectations and the most commonly asked questions about IT outsourcing while reviewing it s advantages and disadvantages This text identifies key elements that can be used to assess the feasibility of securing a profitable and manageable outsourcing agreement It provides a convincing case that even if the final decision is to not outsource the result of the process will identify potential business improvement opportunities

    Outsourcing Steven M. Bragg,2006-03-24 As companies in growing numbers look to outsource functions not related to their core competencies Bragg s work provides an excellent road map Demonstrating a firm grasp of the topic he intelligently walks the reader through the maze analyzing all aspects of the process including whether the function should or should not be outsourced This is a must read for both novices and veterans alike Mary S Schaeffer Editorial Director and Publisher

Accounts Payable Now Tomorrow Steve Bragg s Outsourcing gives business decision makers the insights needed to make the case for or against outsourcing The first half provides a thorough discussion of all aspects including evaluating risks and rewards selecting contracting and terminating The second half provides in depth analysis of ten different types of outsourcing services including janitorial customer service and accounting This book provides practical advice that will benefit everyone regardless of the extent of their prior experience Dr Will Yancey PHD CPA Independent Consultant Once again Steve Bragg has compiled a comprehensive well written book that will yield an excellent return on time invested by readers This is a must have guide in outsourcing for any manager whether newly exposed or an expert I came away with some great ideas from the book James A Bologa Executive Vice President and CFO Daticon Inc Use of carefully considered outsourcing can be a critical component of any corporate strategy In Outsourcing Steve Bragg has given an excellent overview of why and when outsourcing should be considered some precautionary thoughts and specifics of how to successfully implement and manage any outsourced functions He has created an excellent guide to the use of outsourcing as a means to enhance corporate success in today s challenging business climate Richard V Souders President and CEO Premier Data Services   *Successful IT Outsourcing* Elizabeth Sparrow,2012-12-06 Outsourcing permeates the IT world and has had a profound impact on the work of IS professionals Nearly all will at some stage in their careers work with outsourced services as customer or supplier Elizabeth Sparrow s insights into the benefits and pitfalls of this complex area will help IS professionals tackle the challenges of outsourcing Combining relevant background information with practical guidance this book covers the whole outsourcing process from the initial decision to outsource through to managing the outsourced services on a day to day basis Successful IT Outsourcing considers The objectives behind outsourcing The selection of a service provider The management and measurement of the performance of outsourced services The role of the outsourcing contract Why outsourcing sometimes fails and how to turn failure into success Features and Benefits Describes the origins of IT outsourcing and recent developments Examines the way in which an organization might determine whether to outsource and how it can choose a service provider Discusses how to develop effective outsourcing relationships Provides context and advice to assist IS professionals whose work is being outsourced as they consider their future careers and the possibility of transferring to a new employer   Plunkett's Outsourcing & Offshoring Industry Almanac: Outsourcing and Offshoring Industry Market Research, Statistics, Trends & Leading Companies Jack W. Plunkett,2007-07 Contains trends statistical tables and an industry glossary This almanac presents over 300 profiles of outsourcing and offshoring industry firms It also includes addresses phone numbers and executives   Essentials of Business Process Outsourcing Thomas N. Duening,Rick L. Click,2005-04-15 This book will provide the fundamentals of business process outsourcing for the busy executive who needs to get up to speed It will have such features as checklists tips and techniques and case studies Written in a user friendly style that allows senior level financial executives to get a solid foundation of what business process outsourcing is

and how it can benefit their companies Provides managers with the tools to analyse the BPO opportunities for their own firms as well as techniques and strategies for managing a BPO initiative Shows managers how a BPO strategy can save the company money and create jobs domestically Both authors are consultants and advisers to industry leading companies and frequent speakers at business forums and conferences   InfoWorld ,1999-01-11 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects   Service Level Agreements Sara Cullen,2006-07   **Legal aspects of outsourcing contracts in the pharmaceutical industry: A practical guide** ,   **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   **The Outsourcing Process** Ronan McIvor,2005-06-23 Outsourcing has become an increasingly important issue for many organisations This book provides a framework for an up to date understanding of the outsourcing process and the key issues associated with it It integrates a number of contemporary topics including benchmarking buyer supplier relationships organisational behaviour competitor analysis and technology influences The analysis draws upon both empirical research and real case studies The author starts by providing guidelines as to when outsourcing is appropriate and what its implications will be before moving on to explain how outsourcing is implemented The benefits of both successful outsourcing and the risks and consequences of outsourcing failure are outlined The book is ideal for use by postgraduate students studying the area of outsourcing It would also benefit industry managers who are considering outsourcing or who already have outsourcing programmes in place   **IT Outsourcing: Concepts, Methodologies, Tools, and Applications** St.Amant, Kirk,2009-07-31 This book covers a wide range of topics involved in the outsourcing of information technology through state of the art collaborations of international field experts Provided by publisher   Outsourcing to India - A Legal Handbook Bharat Vagadia,2007-08-14 This book offers concise digestible and relevant legal advice to help ensure an outsourcing deal delivers on its promise It also provides a checklist for companies to ensure critical factors are adequately

addressed within their contract with the service provider **Business Process Outsourcing** John K. Halvey,Barbara Murphy Melby,2007-03-22 Many corporations are currently restructuring their business processes in order to become more competitive and cost effective Once the decision has been made to outsource a corporation must structure the deal This book will show them how to request proposals and negotiate and close the agreement creating the outsourcing strategy

BUSINESS PROCESS OUTSOURCING A SUPPLY CHAIN OF EXPERTISES Sople, Vinod V. ,2016-06-07 The book in its new edition continues to present the fundamental concepts of Business Process Outsourcing BPO and its applications in Indian industry Divided into 19 chapters the book offers a strategic framework for BPO management which is crucial for creating competitive advantage for a business enterprise In the Second Edition three new chapters on BPO Analytics Outsourcing in Cloud Environment and BPO Transformation Strategy and an appendix on Sample Contract Outsourcing Services have been introduced Further the book has been enriched with latest updates in the form of tables and exhibits in almost all the chapters Chapter end questions help in easy comprehension of the underlying principles **The Black Book of Outsourcing** Douglas Brown,Scott Wilson,2012-06-12 Revised for 2009 and beyond The Black Book of Outsourcing is a comprehensive guide and directory for the evolving field of outsourcing including expert advice on how to operate an outsourcing program Valuable governance checklists offshoring insights best practices and one of kind resources are featured in this bible of the outsourcing industry First published in 2005 this topical bestselling manual explores the evolution of both outsourcing buyers and suppliers Outsourcing and research gurus Douglas Brown and Scott Wilson chart a course of advice for business leaders charged with managing sourcing initiatives present a wealth of opportunities for job seekers and offer insights for entrepreneurial thinkers and investors worldwide **Telecommunications Cost Management** Brian Dimarsico,William A. Yarberry Jr.,Thomas Phelphs,2002-09-17 Busy decision makers need the specifics quickly without plowing through details that do not affect the economics of a project Telecommunications Cost Management presents the key facts up front with sample calculations for broadband local access equipment and service alternatives It provides a blueprint for cost reduction across all major technologies from frame relay to IP telephony to contract recommendations The text presents scenarios showing the effect of different architectural strategies for both voice and data communications An Architectural Review lists alternatives to the traditional PBX and discusses how to minimize local access costs

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