Service Level Agreement

This sample is a short form contract used to both document the SLA and report monthly on its status. One of these is produced for each service provided.

Between IT Department And ABC Department	Date: MM/YY			
Contacts: IT Department: ABC Department:	to MM/YY			
Approvals: IT Department: ABC Department:				

CICS Service	Service Level Agreement		Actual	Difference	
	Availat	Service Level Agreement		100%	2%
	Response	% of response within 2 seconds (internal)	9096	95%	5%
		% of response within 2 seconds (internal)	95%	95%	0%
	Load	Transactions/min during peak (9 am - 11 am)	300	250	-50
		Daily CPU hours	3.5	3.0	5
	Accuracy	Errors due to DC Problems	0	0	0
		Errors due to Applications	0	0	0
	Batch Service	Class S: % turnaround in 30 minutes	95%	85%	-10%
		Class T: % turnaround in 15 minutes	98%	100%	296

SLA Criteria:

- 1) Availability based on CICSPROD up and files open.
- Penalties for missed services:
 - a) 10% reduction in billing for 2% missed service unless miss caused by user.
- 3) Penalties for exceeded loads:
 - a) 10% increase in billing and no penalty for missed service.
- Reporting: Data Center will provide this report by 8 am each day. Weekly report will summarize service for the week.

Sample Service Level Agreement

United Kingdom. Treasury. Office of Government Commerce



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