

# 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	
<b>Contacts:</b> IT Department: _____ ABC Department: _____				<b>Effective Dates:</b> From MM/YY to MM/YY	
<b>Approvals:</b> IT Department: _____ ABC Department: _____					

  

CICS Service	Service Level Agreement			Actual	Difference
	<b>Availat</b>			100%	2%
	<b>Response</b>	% of response within 2 seconds (internal)	90%	95%	5%
		% of response within 2 seconds (internal)	95%	95%	0%
	<b>Load</b>	Transactions/min during peak (9 am – 11 am)	300	250	-50
		Daily CPU hours	3.5	3.0	-.5
	<b>Accuracy</b>	Errors due to DC Problems	0	0	0
		Errors due to Applications	0	0	0
	<b>Batch Service</b>	Class S: % turnaround in 30 minutes	95%	85%	-10%
		Class T: % turnaround in 15 minutes	98%	100%	2%

## SLA Criteria:

- 1) Availability based on CICSPROD up and files open.
- 2) 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.
- 4) Reporting: Data Center will provide this report by 8 am each day. Weekly report will summarize service for the week.

# Sample Service Level Agreement

**C Cleary**



## **Sample Service Level Agreement:**

The Complete Guide to IT Service Level Agreements Andrew Hiles, 2002 Covering all aspects of Information Technology Service Level Agreements SLAs this essential manual is a step by step guide to designing negotiating and implementing SLAs into your organization It reviews the disadvantages and advantages gives clear guidance on what types are appropriate how to set up SLAs and to control them An invaluable aid to IT managers data center managers computer services systems and operations managers This unique comprehensive guide is a major update of Andrew Hiles landmark 1991 guide to Service Level Agreements and 2000 Second Edition

**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      **Service Level Agreements**

Andrew Hiles, Hon FBCI, EIoSCM,2016-06-01 This book holds the key to creating enduring satisfying and profitable relationships between customer and supplier It shows how both internal and external services and supply can be aligned to meet business vision mission goals critical success factors and key performance indicators The techniques described will help you balance service cost against quality leading to competitive advantage and business success They can be applied to any industry to any supply or support service They have been used by leading companies internationally and they work

Service Level Agreements for Cloud Computing Philipp Wieder,Joe M. Butler,Wolfgang Theilmann,Ramin Yahyapour,2011-11-06 Service Level Agreements for Cloud Computing provides a unique combination of business driven application scenarios and advanced research in the area of service level agreements for Clouds and service oriented infrastructures Current state of the art research findings are presented in this book as well as business ready solutions applicable to Cloud infrastructures or ERP Enterprise Resource Planning environments Service Level Agreements for Cloud Computing contributes to the various levels of service level management from the infrastructure over the software to the business layer including horizontal aspects like service monitoring This book provides readers with essential information on how to deploy and manage Cloud infrastructures Case studies are presented at the end of most chapters Service Level Agreements for Cloud Computing is designed as a reference book for high end practitioners working in cloud computing distributed systems and IT services Advanced level students focused on computer science will also find this book valuable as a secondary text book or reference      Computer Telephony Integration William A. Yarberry Jr.,2002-12-17 Since the publication of the first edition the CTI world has changed significantly Where it was once focused on the integration of voice systems with computers the focus is now on IP based voice or converged networks and services Today the telcos are upgrading their systems from circuit switched to IP based packet switched networks Companies      *Service Level Agreements* Sara Cullen,2006-07      **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      **Cybersecurity Operations Handbook** John Rittinghouse PhD CISM,William M. Hancock PhD CISSP CISM,2003-10-02 Cybersecurity Operations Handbook is the first book for daily operations teams who install operate and maintain a range of security technologies to protect corporate

infrastructure Written by experts in security operations this book provides extensive guidance on almost all aspects of daily operational security asset protection integrity management availability methodology incident response and other issues that operational teams need to know to properly run security products and services in a live environment Provides a master document on Mandatory FCC Best Practices and complete coverage of all critical operational procedures for meeting Homeland Security requirements First book written for daily operations teams Guidance on almost all aspects of daily operational security asset protection integrity management Critical information for compliance with Homeland Security

*Securing Intellectual Property* Information Security, 2008-12-09 Most employees are astounded at how easily and quickly their proprietary information can get out of their control In a large number of cases theft of trade secrets often involves employees leaving a company to start their own business or work for a direct competitor Nearly all books that address the topic of trade secrets have the spy vs spy perspective The author approaches the topic from a practical business perspective and not simply creating paranoia for paranoia s sake The material for this book comes from the author s extensive work experience as a computer forensics consultant and manager on numerous theft of trade secrets cases No nonsense solutions to the most common intellectual property problems facing security managers computer security professionals corporate legal counsel and human resource managers Sample agreements and forms that address specific business needs Coverage of threats ranging from physical security lapses to hackers to social engineering Implementing Service and Support Management Processes Carrie Higday-Kalmanowitz, 2005-03-11 The purpose of this book is to provide practical process guide for technical support centres It is based on the ITIL processes covered in Service Support ISBN 011330952X and Service Delivery ISBN 0113309503 but also includes additional processes as well as a Balanced Scorecard Service Model Processes covered in the book are Financial and Operations Management Knowledge Management Configuration Management Change Management Release Management Incident Management Problem Management Service Level Management Capacity and Workforce Management Availability Management IT Service Continuity Management and Customer Satisfaction Measurement Service-Oriented Computing - ICSOC 2007 Bernd Krämer, 2007-09-12 This book constitutes the refereed proceedings of the Fifth International Conference on Service Oriented Computing ICSOC 2007 The 30 revised full papers and 14 short papers are organized in topical sections on service deployment business process design service discovery quality of service support testing and validation service assembly service properties service modeling SOA composition experience runtime governance and QoS and composite service support 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

### **Practical SharePoint 2013 Governance Steve**

Goodyear, 2013-04-26 Practical SharePoint 2013 Governance is the first book to offer practical and action focused SharePoint governance guidance based on consulting experiences with real organizations in the field It provides the quintessential governance reference guide for SharePoint consultants administrators architects and anyone else looking for actual hands on governance guidance This book goes beyond filling in a governance document template and focuses entirely on actions to take and behaviors to adopt for addressing real world governance challenges Walks you through how to define what SharePoint offers and who is involved Offers key governance strategies for you to adopt or advise to your customers Provides real world examples that apply each governance concept to an actual scenario What you ll learn Define a scope to offer SharePoint as a service to an organization Specify roles and responsibilities involved in a SharePoint service Envision and strategize a SharePoint roadmap Plan for growing and upgrading a SharePoint environment Measure and report on performance metrics Set boundaries for development standards and testing processes Who this book is for Practical SharePoint 2013 Governance is for SharePoint consultants administrators architects and anyone else looking for actual hands on governance guidance It is an excellent choice for people who like action focused concepts or who want to go beyond documentation and theory This book is a fantastic choice for anyone looking for agile ideas to put into practice without necessarily embarking on a lengthy governance exercise upfront Table of ContentsPart I Orientating SharePoint Governance 1 Understanding SharePoint Governance Part II Defining the SharePoint Service 2 Defining Your SharePoint Service and Service Tiers 3 Determining Your SharePoint Features and Functionality 4 Establishing Your Team s Roles and Responsibilities 5 Shaping Your User Readiness and Training 6 Measuring and Reporting on Your SharePoint Service Performance Part III Expanding the SharePoint Service 7 Creating Your SharePoint Roadmap 8 Promoting a Feedback Process 9 Managing Your SharePoint Demand Funnel 10 Growing Your SharePoint Service 11 Preparing for SharePoint Upgrades and Patches Part IV Customizing the SharePoint Service 12 Committing Sponsorship and Ownership of Customizations 13 Facilitating and Isolating End User Customizations 14 Designing Your Development Standards and

Testing Processes 15 Framing Your Information Architecture and UI Standards 16 Coordinating Your Code Promotion and Release Processes 17 Rapid Concepts

**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 its 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

**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

**IT Services** Anthony F. Tardugno, Thomas R. DiPasquale, Robert E. Matthews, 2000

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