

# 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

**Daniel F McAuley**



## **Sample Service Level Agreement:**

## Reviewing **Sample Service Level Agreement**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is really astonishing. Within the pages of "**Sample Service Level Agreement**," an enthralling opus penned by a very acclaimed wordsmith, readers embark on an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

<https://crm.avenza.com/book/detail/Documents/section%201%20kinetic%20theory%20study%20guide%20answers.pdf>

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