

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This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.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:

Sample Service Level Agreement For Outsourcing

Sara Cullen



Sample Service Level Agreement For Outsourcing:

Sample Service Level Agreement For Outsourcing Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the energy of words has become more evident than ever. They have the capacity to inspire, provoke, and ignite change. Such is the essence of the book **Sample Service Level Agreement For Outsourcing**, a literary masterpiece that delves deep in to the significance of words and their impact on our lives. Published by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book is key themes, examine its writing style, and analyze its overall impact on readers.

https://crm.avenza.com/About/Resources/default.aspx/Owners_Manual_Briggs_And_Stratton_7hp_Engine.pdf

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Sample Service Level Agreement For Outsourcing Introduction

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