

# Service Level Agreement

## Contract Areas to Consider

|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overview</b>                         | The following section presents a number of key areas to consider when building SLA Contract documents.                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Level of Formalization</b>           | Service levels may range from a formalized contract that is signed off by representative customer departments to informal "known" levels internal to IT functions. IT should be aware which level of formalization is appropriate.                                                                                                                                                                                                                                                                    |
| <b>Ability to Meet Service Targets</b>  | <p>IT should ensure that documented levels of service can indeed be met. Targets should allow for a latitude contingency to cover occasional problems or slowdowns to occur without jeopardizing targets.</p> <p>Within ITIL, Availability Management should review planned targets and provide guidance as to what levels may be appropriate given current IT capabilities. Requirements for new capabilities should be highlighted to management to determine whether to invest in them or not.</p> |
| <b>Control of Customer Expectations</b> | Targets should be communicated to customers in terms that make them clearly understood from their perspective. This promotes a good level of understanding and cooperation when service problems do occur.                                                                                                                                                                                                                                                                                            |
| <b>Handling SLA Contract Changes</b>    | Processes should be in place to handle changes in service requirements. Customers may wish to negotiate better service levels, add new functions that require new levels of service or periodically renew current levels. These should be negotiated through a Service Level Manager and processed via Change Management.                                                                                                                                                                             |
| <b>Number of SLA Contracts</b>          | Less is better, more greatly increases management overhead to report and manage. It may be determined to have a single contract for all departments versus multiple service contracts for different departments. Another structure may be to have a base agreement that covers everyone as a default with a limited set of overriding contracts for unique needs.                                                                                                                                     |

# Sample Service Level Agreement Between Departments

**Keith D. Sutherland, Lawrence J.  
"Butch" Sheets**



## **Sample Service Level Agreement Between Departments:**

## Unveiling the Energy of Verbal Beauty: An Emotional Sojourn through **Sample Service Level Agreement Between Departments**

In a world inundated with displays and the cacophony of immediate interaction, the profound power and mental resonance of verbal artistry often fade in to obscurity, eclipsed by the continuous onslaught of sound and distractions. However, nestled within the musical pages of **Sample Service Level Agreement Between Departments**, a charming perform of fictional brilliance that impulses with raw emotions, lies an unique trip waiting to be embarked upon. Written by a virtuoso wordsmith, this mesmerizing opus instructions visitors on a mental odyssey, softly exposing the latent possible and profound affect embedded within the complicated web of language. Within the heart-wrenching expanse of this evocative evaluation, we shall embark upon an introspective exploration of the book is main subjects, dissect their interesting writing style, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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