

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: _____				Effective Dates: From MM/YY to MM/YY	
Approvals: IT Department: _____ ABC Department: _____					
CICS Service	Service Level Agreement			Actual	Difference
	Availat			100%	2%
	Response	% of response within 2 seconds (internal)	90%	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%	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

Michael Brown



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