

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

**Julia Schneider**



## **Sample Service Level Agreement:**

## **Sample Service Level Agreement** Book Review: Unveiling the Magic of Language

In a digital era where connections and knowledge reign supreme, the enchanting power of language has been apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Sample Service Level Agreement**," written by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound impact on our existence. Throughout this critique, we will delve to the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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## Sample Service Level Agreement Introduction

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