

Service Level Agreement

1. DEFINITIONS

- 1.1. "Agreement" refers to this Service Level Agreement (SLA), including all schedules, appendices, annexes, and any subsequent amendments.
- 1.2. "Party" refers to either the Service Provider or the Customer. "Parties" refers to both collectively.
- 1.3. "Service Provider" refers to _____.
- 1.4. "Customer" refers to _____.
- 1.5. "Services" refers to those described in Section 2.1.
- 1.6. "Data" refers to all information and content provided by the Customer for the purpose of this Agreement.

2. SERVICES

- 2.1. The Service Provider agrees to provide the Customer with the following services:

3. SERVICE LEVELS

- 3.1. The Service Provider will ensure that the Services are provided to the Customer on a continuous and fault-free basis, as detailed in the Service Level Schedule attached to this Agreement.

4. DATA PROTECTION

- 4.1. The Service Provider shall comply with all relevant data protection laws and regulations, including but not limited to data storage, transfer, and processing of the Customer's Data.
- 4.2. The Service Provider shall ensure that appropriate security measures are in place to protect the Data against unauthorized or unlawful processing and against accidental loss, destruction, or damage.

5. LIABILITY

- 5.1. The Service Provider's total liability for any claim arising out of or in connection with this Agreement, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the total amount paid by the Customer to the Service Provider under this Agreement during the 12 months immediately preceding the event giving rise to the claim.
- 5.2. Neither Party shall be liable to the other for any indirect or consequential loss or damage.

6. TERMINATION

Sample Service Level Agreement For Information Technology

Richard Zurawski



Sample Service Level Agreement For Information Technology:

The Industrial Information Technology Handbook Richard Zurawski, 2018-10-03 The Industrial Information Technology Handbook focuses on existing and emerging industrial applications of IT and on evolving trends that are driven by the needs of companies and by industry led consortia and organizations Emphasizing fast growing areas that have major impacts on industrial automation and enterprise integration the Handbook covers topics such as industrial communication technology sensors and embedded systems The book is organized into two parts Part 1 presents material covering new and quickly evolving aspects of IT Part 2 introduces cutting edge areas of industrial IT The Handbook presents material in the form of tutorials surveys and technology overviews combining fundamentals and advanced issues with articles grouped into sections for a cohesive and comprehensive presentation The text contains 112 contributed reports by industry experts from government companies at the forefront of development and some of the most renowned academic and research institutions worldwide Several of the reports on recent developments actual deployments and trends cover subject matter presented to the public for the first time

Root Cause Analysis Handbook ABS Consulting, Lee N. Vanden Heuvel, 2005 Root Cause Analysis Handbook A Guide to Effective Incident Investigation presents a proven system designed for investigating categorizing and ultimately eliminating root causes of incidents with safety health environmental quality reliability and production process impacts Defined as a tool to help investigators describe what happened to determine how it happened and to understand why it happened the Root Cause Analysis System enables businesses to generate specific concrete recommendations for preventing incident recurrences Using the factual data of the incident the system also allows quality safety and risk and reliability managers an opportunity to implement more reliable and more cost effective policies that result in major long term opportunities for improvement Such process improvements increase a business ability to recover from and prevent disasters with both financial and health and safety implications Special features include a 17 inch by 22 inch pull out Root Cause Map a powerful tool for identifying and coding root causes The book helps readers to understand why root causes are important to identify and define inherent problems to collect data for problem solving to analyze data for root causes and to generate practical recommendations This edition is a reprinting of the 199 edition ORGANIZATION OF THE ROOT CAUSE ANALYSIS HANDBOOK The focus of this handbook is on the application of the Root Cause Map to the root cause analysis process The Root Cause Map is used in one of the later steps of the root cause analysis process to identify the underlying management systems that caused the event to occur or made the consequences of the event more severe The first five chapters of this handbook are an overview of the root cause analysis process These provide the context for use of the Root Cause Map Chapter 6 provides references Chapter 1 Introduction to Root Cause Analysis presents a basic overview of the SOURCE Seeking Out the Underlying Root Causes of Events root cause analysis process Chapter 2 Collecting and Preserving Data for Analysis outlines the types of data and data sources that are available Chapters 3 4 and 5 describe the

three major steps in the rootcause analysis process Chapter 3 Data Analysis Using Causal Factor Charting provides a step by step description of causal factor charting techniques Chapter 4 Root Cause Identification explains the organization and use of the Root Cause Map Chapter 5 Recommendation Generation and Implementation provides guidance on developing and implementing corrective actions The references section Chapter 6 provides additional information for those interested in learning more about specific items contained in the handbook Appendix A Root Cause Map Node Descriptions describes each segment of the Root Cause Map and presents detailed descriptions of the individual nodes on the map AppendixB is the Root Cause Map itself

Service Level Agreements Andrew Hiles, Hon FBCI, EIoSCM,2016-06-01 This book holds the key to creating enduring satisfying and profitable relationships between customer and supplier It shows how both internal and external services and supply can be aligned to meet business vision mission goals critical success factors and key performance indicators The techniques described will help you balance service cost against quality leading to competitive advantage and business success They can be applied to any industry to any supply or support service They have been used by leading companies internationally and they work

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important to balance long term goals with short term deliverables but without compromising usefulness or correctness The successful strategy is to establish a few reasonable goals achieve them quickly and then iterate over the same topics two more times with each successive iteration expanding the skills and capabilities of the APM team This strategy is referred to as Good Better Best The application performance monitoring marketplace is very focused on ease of installation rapid time to usefulness and overall ease of use But these worthy platitudes do not really address the application performance management processes that ensure that you will deploy effectively synergize on quality assurance test plans triage accurately and encourage collaboration across the application life cycle that ultimately lowers overall application cost and ensures a quality user experience These are also fine platitudes but these are the ones that are of interest to your application sponsors These are the ones for which you need to show value This CA Press book employs this iterative approach adapted pragmatically for the realities of your organizational and operational constraints to realize a future state that your sponsors will find useful predictable and manageable and something that they will want to fund In the meantime you will learn the useful techniques needed to set up and maintain a useful performance management system utilizing best practices regardless of the software provider s

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