

# 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	
<b>Contacts:</b> IT Department: _____ ABC Department: _____				<b>Effective Dates:</b> From MM/YY to MM/YY	
<b>Approvals:</b> IT Department: _____ ABC Department: _____					
<b>CICS Service</b>	<b>Service Level Agreement</b>			<b>Actual</b>	<b>Difference</b>
	<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

**Lei Shi**

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the name 'Lei Shi'.

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