

# 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

**Steve Goodyear**



## **Sample Service Level Agreement:**

## Whispering the Techniques of Language: An Psychological Journey through **Sample Service Level Agreement**

In a digitally-driven world where displays reign great and immediate communication drowns out the subtleties of language, the profound secrets and emotional subtleties concealed within words usually move unheard. Yet, set within the pages of **Sample Service Level Agreement** a charming literary value sporting with natural feelings, lies a fantastic quest waiting to be undertaken. Published by an experienced wordsmith, this wonderful opus encourages viewers on an introspective journey, gently unraveling the veiled truths and profound impact resonating within ab muscles fabric of each word. Within the emotional depths of the poignant evaluation, we will embark upon a sincere exploration of the book is primary styles, dissect their interesting publishing type, and succumb to the effective resonance it evokes deep within the recesses of readers hearts.

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