

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

**Michael J. Sydor, Karen Sleeth, Jon
Toigo, Ed Yourdon, Scott E.
Donaldson, Stanley G. Siegel, Gary
Donaldson**

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

Information Technology for Management Efraim Turban,Carol Pollard,Gregory Wood,2018-01-31 Information technology is ever changing and that means that those who are working or planning to work in the field of IT management must always be learning In the new edition of the acclaimed Information Technology for Management the latest developments in the real world of IT management are covered in detail thanks to the input of IT managers and practitioners from top companies and organizations from around the world Focusing on both the underlying technological developments in the field and the important business drivers performance growth and sustainability the text will help students explore and understand the vital importance of IT s role vis a vis the three components of business performance improvement people processes and technology The book also features a blended learning approach that employs content that is presented visually textually and interactively to enable students with different learning styles to easily understand and retain information Coverage of next technologies is up to date including cutting edged technologies and case studies help to reinforce material in a way that few texts can

Integrating Service Level Agreements John K. Lee,Ron Ben-Natan,2002-10-02 Service level agreements SLAs offer service providers a way todistinguish themselves from their competitors in today s volatile hypercompetitive market This book offers an innovative approachthat takes full advantage of current interface automation andInternet based distribution and reporting technologies Addresses business level SLAs not just device level SLAs Describes a revolutionary approach that combines networkmanagement service management field service activities entitlement and rating with workflow automation technologies

APM Best Practices Michael J. Sydor,Karen Sleeth,Jon Toigo,Ed Yourdon,Scott E. Donaldson,Stanley G. Siegel,Gary Donaldson,2011-08-22 The objective of APM Best Practices Realizing Application Performance Management is to establish reliable application performance management APM practices to demonstrate value to do it quickly and to adapt to the client circumstances It s

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

Performance Improvement in Hospitals and Health Systems James R. Langabeer II, FHIMSS, CMA, Editor,2009

Management of Information Technology Carroll W. Frenzel,1992 This book offers a practical perspective by addressing current issues in telecommunications and information systems and presenting management systems for dealing successfully with those issues

Sarbanes-Oxley Compliance Using COBIT and Open Source Tools Christian B Lahti,Roderick Peterson,2005-10-07 This book illustrates the many Open Source cost savings opportunities available to companies seeking Sarbanes Oxley compliance It also provides examples of the Open Source infrastructure components that can and should be made compliant In addition the book clearly documents which Open Source tools you should consider using in the journey towards compliance Although many books and reference material have been authored on the financial and business side of Sox compliance very little material is available that directly address the information technology considerations even less so on how Open Source fits into that discussion Each chapter begins with an analysis of the business and technical ramifications of Sarbanes Oxley as regards to topics covered before moving into the detailed instructions on the use of the various Open Source applications and tools relating to the compliance objectives Shows companies how to use Open Source tools to achieve SOX compliance which dramatically lowers the cost of using proprietary commercial applications Only SOX compliance book specifically detailing steps to achieve SOX compliance for IT Professionals

Service Level Agreements By Andrew Hiles, Hon FBCI, EloSCM Andrew Hiles, Hon FBCI, EIloSCM,2016-06-01 In an ideal business climate all your service level agreements would align perfectly with business goals Your company s vision definitions requirements and performance measurement would be clear But in today s fast paced complex world of outsourcing you could use some help to make that a reality Look no further In A Rothstein Publishing

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