Here is the **sentence-by-sentence breakdown** of your **Common Agreements Notes** document, expanded into comprehensive study notes aligned for CompTIA A+ 220-1102 exam prep. I’ve structured it professionally so you can paste directly into Word without formatting issues.

**Common Agreements – Study Notes**

**1. Introduction to Common Agreements in Enterprise Networks**

* Enterprise networks often rely on agreements to set expectations, protect information, and ensure collaboration.
* The three primary agreements are:
  1. **Non-Disclosure Agreements (NDAs)**.
  2. **Memorandums of Understanding (MOUs)**.
  3. **Service-Level Agreements (SLAs)**.

**2. Non-Disclosure Agreement (NDA)**

1. An NDA is a **documented agreement** between two parties defining what information is **confidential** and cannot be shared outside the agreed relationship.
   * Party 1 🡨🡪 Confidential Information 🡨 🡪 Party 2
2. Organizations use NDAs to protect **intellectual property (IP)**, trade secrets, and sensitive data.
3. NDAs may be signed:
   * **Between organizations** working together.
   * **Between employer and employee** to prevent knowledge leaks.
4. Companies may require employees to sign NDAs because:
   * They prevent employees from creating competing businesses using proprietary information.
   * They stop employees from disclosing information to competitors.
5. When **two organizations collaborate** on a project or system, an NDA ensures data can be shared safely without risk of trade secret theft.
6. **NDA is an administrative control, not a technical control**:
   * It only provides legal assurance.
   * It cannot technically prevent someone from leaking information.
7. To enforce technically, organizations may use **Data Loss Prevention (DLP) systems**:
   * DLP = technical control.
   * NDA = legal/administrative control.
8. NDAs are **legally binding** and violations can result in:
   * **Fines**.
   * **Loss of intellectual property rights**.
   * **Jail time** in severe cases.

**3. Memorandum of Understanding (MOU)**

1. An MOU is a **non-binding agreement** between two or more parties describing intended actions.
2. It is more formal than a verbal “gentleman’s agreement” but still lacks legal enforceability.
3. It is like a **handshake deal put in writing**.
4. Example: Two people agree to start a joint project. An MOU specifies responsibilities (one handles A, B, C; the other handles X, Y, Z).
   * If one fails, the other cannot sue, since it is **non-binding**.
5. An MOU is often called a **Letter of Intent**:
   * Shows intent to act, not obligation.
6. Commonly used **within organizations**:
   * Example: An IT director agrees to station a Tier 2 helpdesk agent at a remote business unit.
   * The business unit provides office space and parking.
   * Both parties sign an MOU, but it can be modified or canceled at any time.
7. The MOU gave formality to the agreement between directors but had no enforceability.
8. MOUs can also be **external** between multiple organizations.
   * Example: A consortium of 5–7 organizations signs an MOU to pursue a common goal.
   * Any member can withdraw at any time without penalty.
9. **Key takeaway**: MOUs add formality but **are not legally binding**.

**4. Service-Level Agreement (SLA)**

1. An SLA is a **documented commitment** between a service provider and client, defining **quality, availability, and responsibilities** of services.
2. SLAs focus on **support and response times** within agreed timeframes.
3. They are widely used in **IT service management** to document both:
   * **Security priorities**.
   * **Operational priorities**.
4. SLAs include **responsibilities, guarantees, and warranties** for services and components.
5. Example: A company avoids stocking spare routers by signing an SLA with a supplier.
   * If a device fails and cannot be restored in 10 minutes, the supplier delivers a replacement within 4 hours.
   * This provides **predictability** for hardware failures.
6. Another example: Internet Service Provider (ISP) SLA.
   * SLA promises **99.999% uptime** (~5 minutes downtime per year).
   * If not met, penalties apply, such as **refunds or service credits**.
   * The exact penalty depends on the negotiated contract.
7. **Key benefit of SLA**:
   * Provides enforceable **accountability**.
   * Reduces uncertainty in service reliability.

**5. Summary of Agreements**

* **NDA**: Legally binding, protects confidentiality and IP, but only administrative.
* **MOU**: Non-binding, documents intent and cooperation, usually internal or consortium-based.
* **SLA**: Legally binding, defines service expectations and accountability, critical for IT and vendor management.