Items to be found in a SLA (if applicable).

Date/Version/Author: 04-10-2012/1.0/HS

No.:	Item:
1	Title
2	Brief description of the agreement
3	Contract parties
4	Signatures
5	Description of IT services covered in the SLA
6	Dates: start date, end date and review date of the SLA
7	Scope: what is covered and what is not
8	Contacts (name of customer and Service (Level) Manager
9	Reporting obligations: content of Service Level Reports (SLR's), frequency and a distribution list
10	Review obligations: frequency, attendees
11	Responsibilities of the service provider
12	Responsibilities of the customer
13	Quality indicator: availability: - Availability % - Maximum number of interruptions - Maximum duration of interruptions
14	Quality indicator: integrity: - Loss time
15	Quality indicator: exclusivity: security paragraph - Number of security related incidents (incuding definition) - Security norms (following legal norms/The Code for Information Security)
16	Quality indicator: performance: - Number of service requests - Number of change requests - Number of support requests - (Average) response times service requests
17	Definitions of SLA items (e.g: incident and calamity)
18	Calamity clauses
19	Response times of (defined categories of) incidents
20	Changes: (time)targets for handling and implementing changes based upon defined categories changes
21	Opening hours of the IT services
	Maintenance hours
22	Peak hours (within opening hours)
23	Storage duration
24	Rates for the IT services
25	Charging: formulas and periods
26	Performance incentives and or penalties
27	Confidentiality clause
28	Service calendar
29	Disclaimer