

Field	Description / Value
<b>Service Model</b>	SaaS   PaaS   IaaS
<b>Service Type</b>	Application Service / Platform Service / Infrastructure Service
<b>Service Name</b>	Short descriptive service name
<b>Service Description</b>	High-level description of the provided service
<b>Quality Attribute</b>	Availability   Response Time   Resolution Time   Latency
<b>Metric Type</b>	KPI   SLI
<b>Metric Name</b>	Uptime   MTTR   Response Time   Latency
<b>Metric Definition</b>	Clear description of what is measured
<b>Target Value</b>	e.g. 99.9%   ≤ 30 min   ≤ 4 hours
<b>Measurement Method</b>	Monitoring system   Ticket system   APM
<b>Measurement Interval</b>	Monthly   Continuous   Per incident
<b>Reporting Interval</b>	Monthly   Quarterly
<b>Priority</b>	P1   P2   P3
<b>Impact Description</b>	Business impact if SLA is violated
<b>Provider Responsibility</b>	What the provider is responsible for
<b>Customer Responsibility</b>	What the customer must provide or ensure
<b>Escalation Path</b>	Defined escalation levels and contacts
<b>Service Window</b>	24/7   Business hours   Custom
<b>Exclusions</b>	Planned maintenance, force majeure, third-party failures
<b>Notes</b>	Optional remarks or clarifications