

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