**Service Level Agreement (SLA) between Fonteyn Holiday Parks and Student Group**

**1. Service Description:**

Fonteyn Holiday Parks (hereafter referred to as "Client") has engaged the services of the Student Group (hereafter referred to as "Service Provider") to organize and centralize the ICT environment across various park locations.

**2. Scope of Services:**

The Service Provider agrees to provide the following services to the Client:

* Organize and centralize the ICT environment.
* Streamline user management by optimizing user authorizations.
* Cleanup of Windows Active Directory, removing obsolete users.
* Establish uniform naming conventions for usernames and groups.
* Implement a robust password policy.
* Address and resolve any additional ICT-related issues as they arise.

**3. Service Goals:**

The primary goals of this agreement are as follows:

* Create an efficient and organized ICT infrastructure for the park in the Netherlands and neighboring branches.
* Establish robust security measures.
* Ensure accessibility of data from anywhere while segregating private and public data.
* Implement automated deployment and management of corporate-managed devices.

**4. Service Level Metrics:**

The Service Provider commits to the following service level metrics:

* **Efficiency:** The ICT infrastructure should demonstrate improved efficiency, with a reduction in disruptions that hinder workflow.
* **Security:** A high level of security should be maintained to safeguard the ICT environment against threats.
* **Accessibility:** Data should be accessible from anywhere with clear segregation of private and public data.
* **Automation:** Automated deployment and management of corporate-managed devices should be implemented effectively.

**5. Responsibilities:**

* **Client Responsibilities:** The Client will provide the necessary access, information, and cooperation required to facilitate the service delivery.
* **Service Provider Responsibilities:** The Service Provider will diligently perform the services described in this agreement and adhere to the specified service level metrics.

**6. Service Delivery Timeline:**

The Service Provider will commence work on [Start Date] and aims to complete the project by [Target Completion Date], subject to any unforeseen circumstances.

**7. Payment:**

The Client agrees to compensate the Service Provider as per the mutually agreed terms outlined in a separate payment agreement.

**8. Confidentiality:**

Both parties agree to maintain the confidentiality of all information exchanged during the course of this engagement.

**9. Termination:**

This agreement may be terminated by either party with written notice if the other party fails to meet its obligations as specified herein.

**10. Governing Law:**

This agreement shall be governed by and construed in accordance with the laws of [Applicable Jurisdiction].

**11. Amendment:**

Any changes or amendments to this agreement must be made in writing and agreed upon by both parties.

**12. Signatures:**

Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Provider: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*By signing below, both parties acknowledge their understanding and acceptance of the terms and conditions outlined in this Service Level Agreement.*

[Signatures may be physical or electronic as per the agreement between the parties]