| SOCCIB102[1].jpg    INFRASTRUCTURE MANAGED SERVICES OFFSHORING (MSO)  *Service Level Agreement*  *SLA*  Referenced Item: SLA-SGCIB-OFS-MSO-0011  Version : 1  Date : 12/03/ 2008  Référence : TSV-TVU-LS-PQ-04 Version : 0.1 Date : ? ? ? ? ? ? État : Référence |
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Approvals

*The service provider*

|  |  |  |
| --- | --- | --- |
| **Author** : | **Date** : | **Visa** : |
| **Verified** : | **Date** : | **Visa** : |
| **Approval** : | **Date** : | **Visa** : |

*The Client*

|  |  |  |
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# About THE Service level agreement (SLA)

## Purpose

The main purposes of this initiative are to make savings, improve the quality of IT services and reduce operating risks. The aims of this initiative are to consolidate the share of existing Services and widen the scope to include new Services.

The Agreement defines the general principles applicable to all the Services with regard to their provision to the Client. The principles specific to each Service are set out in the Application SLA, which precisely defines the Services, respective commitments of the Parties, performance indicators and the way in which they are monitored, methods for calculating costs, service management arrangements and reporting formats.

## Scope

The Service Level Agreement (SLA) is an agreement between Société Générale Corporate Investment Banking (SGCIB) and <*Service Provider*> to provide a Quality of Service (QoS) that meets the service commitments listed belows

## Committee associate to the SLA

The “Quality of Service” committee is scheduled on a monthly basis and is intended to provide:

* Operational management of the Service(s) provided
* Incidents and requests monitoring concerning such (a) Service(s)
* Financial monitoring
* Business and technical developments monitoring of the Service(s)
* Business developments having an impact on the Service(s)

The participants in the QoS Committee shall be as follows:

**For the provider**

* The Client Account Manager
* The local managers of the Service(s)
* A local financial accounting manager

**For the Client**

* The manager designated in the Application SLA
* The managers of local recipients of the Services
* A financial contact person

## Procedures to improve the SLA

## Procedures in case of non-applied of SLA

# applicable & reference documents

## Applicable documents

List of documents necessary for the execution of the services and which are mandatory

| **Referenced item** | **Document name** |
| --- | --- |
|  |  |
|  |  |
|  |  |

## Reference documents

List of documents that are not mandatory. They serve as baseline for successful management.

| **Referenced item** | **Document name** |
| --- | --- |
|  |  |
|  |  |

# GLOSSARY

## Definitions

|  |  |
| --- | --- |
| **Name** | **Definition** |
|  |  |
|  |  |
| Completion | The phase of the Sourcing Life Cycle that focuses on ending the engagement. Completion occurs after the fulfillment of the obligations defined in agreements with the client organization, at the end of the period of the agreement, or upon termination (for cause or convenience) before the planned completion date of the agreement [*eSCM-CL V1.1*] |
|  |  |
| Delivery | The phase of the Sourcing Life Cycle that focuses on service delivery capabilities. The practices in this phase cover ongoing management of service delivery, verification that commitments are being met, and management of finances associated with service provision [*eSCM-CL V1.1*] |
|  |  |
| Initiation | The phase of the Sourcing Life Cycle that focuses on the capabilities needed to effectively prepare for service delivry. The practices in this phase cover requirements gathering, negotiation, establishing agreements, and service design and deployment. [*eSCM-CL V1.1*] |
|  |  |
| Transition | A sub-phase of Completion phase that focuses on the transfers of services from the client to the supplier. The end of this phase is validated by the client shall ensure that the service provider is able to deliver the service in accordance with the commitments. After validation, we move up in the delivery phase. |
|  |  |
|  |  |

## Acronyms

|  |  |  |
| --- | --- | --- |
| **Acronym** | **Client / Service Provider** | **Définitions** |
| eSCM |  | e Sourcing Capability Model |
| SLA |  | Service Level Agreement |
|  |  |  |

# SERVICE DESCRIPTION

## Scope

## Specific documents and items for the “initiation Phase”

### Delivered by the Client

* The existing procedures to operate
* ….

.

### Delivered by the service provider

* .

## Property clause

The terms of intellectual property and ownership of the materials are stipulated in the Contract

# organiZation

## Operational Service provider Organization

### Initiation Phase (Due diligence &transition)

### Delivery phase

## Localization

### Localization of the teams during the transition phase

### Localization of the teams during the delivery phase

### Localization of the monitoring tools

## Service provider actors : Role and mission

Proposed for each actor to each phase, the Role and Mission.

Added a global RACI matrix

### Operations Manager

### Support Team

### yyyyyy

## Industrialization cell

As part of the process of continuous improvement, Cell industrialization’s mission is to undertake all efforts to industrialize and standardize the performance of the operations of the service to increase the autonomy and efficiency of pilots.

# Relation ship client – service provider

## Client Organization

## Relationship management

The relation between the client and the service provider is based on Three levels :

* « Operational » Level: Weekly meeting, Technical committee
* « Tactical » level: Monthly Meeting, Improve & steerco
* « Strategic » level : Strategic meeting.

### Xxxx Committee

|  |  |
| --- | --- |
| **purpose** |  |
| **Frequency** |  |
| **Invited** | * .**Client** * **Provider** |
| **Agenda** |  |
| **Minutes scribe** |  |
| **Validation actor** | * . |

### Yyyyy Committee

## Operational Relationship client - Provider

### Level1

### Level 2

### Others exchange modalities

#### Mail

#### Claim

#### Working order

# CONTENT DELIVERY

## Global view

## Phases description

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Phase xxxxx*** |  | | | |
| **Purpose**:. | | | | |
| **Initial conditions:** | | | | |
| **Rules & method :** | | | | |
| **Organizational Activities :** | | **Design Activities :** | | **verify activities** : |
|  | |  | |  |
| **Entry :** | | | **Outcome:** | |
|  | | |  | |
|  | | | **End phase reviews :** | |

# opErationAl PROCESS

## Operational Rules & procedures

## Incident Management

## Problem Management

## Change Management

## Demand management

## Service center

## Security management

## Reporting

## Escalation process

* Functional escalation
* Hierarchical escalation

# MONITORING ACTIVITIES

## Skill team management

## Monitoring Activities

## Monitoring schedules

## 

## Billing

## Risks evaluation

## Quality of service report

# Documentation

## Identification

## Documents classification

## Client documentations

## Provider documentation

## Documental rules

## Documental Approval process

## Documental Improvement process

# Suplliers MANAGEMENT