

**服务等级协议模板**

文档版本号：1.0

Document Version: 1.0

日期：年-月-日

Date: <dd month, yyyy>

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*<本文中的<>为填写章节的指南。请在补充章节内容之后，删除指南。>*

*<The text in <> is Guidelines for filling section. Please delete the Guideline after filling the details in the section.>*

文档概述Document Overview

目标Purpose

*此文档是<服务供应商>和<客户>之间达成的《服务等级协议》（SLA），内容包括：*

*This is a Service Level Agreement (SLA) between the <Service Provider> and the <Customer> to document:*

* *<服务供应商>向<客户>提供的技术服务。The technology services <Service Provider> provides to the <Customer>*
* *与这些服务相关的（服务）响应、可用性和维护的一般划分等级。The general levels of response, availability, and maintenance associated with these services*
* *<服务供应商>和接受服务的<客户>承担的职责。The responsibilities of <Service Provider> and of <Customer> receiving services*
* *申请服务的过程。Processes for requesting services*

*SLA包括从<日期>到<日期>之间的阶段，在该阶段结束时应该接受评审和修改。或者SLA在修改或者中止之前一直有效。*

*This SLA covers the period from <date> to <date> and shall be reviewed and revised at the end of this period.*

*(or)*

*This SLA shall remain valid until revised or terminated.*

适用范围Scope

*<本章节应该包含文档的适用范围。>*

*<This section shall contain the scope of the document.>*

目标读者Intended Audience

*<本章节应该包含本文档的目标读者清单。>*

*<This section shall contain the list of intended users of this document.>*

缩写和定义Acronyms and Definitions

*<本章节应该列举此文档中使用的所有缩写和定义。>*

*<This section shall list all the acronyms and definitions used in the document.>*

| 缩写或者术语Acronym/Term | 定义  Definition |
| --- | --- |
|  |  |
|  |  |

服务描述Service Description

服务范围Service Scope

*<本章节应该定义需要提供的服务、应用程序或者产品的清单并附上说明。>*

*<This section shall contain the list of services/ applications/ products to be supported with their description.>*

假设Assumptions

*<本章节应该包括SLA所赖以编写的假设。*

*<This section shall contain the assumptions based on which the SLA is prepared.*

*以下是一个供您参考的范例：*

*Below given is a sample for your reference:*

* *重大的升级应该视为本协议范围之外的一个项目。Major upgrades shall be treated as projects outside the scope of this Agreement.*
* *关于重大升级的资金问题，应在服务对服务的基础上进行谈判。Funding for major updates shall be negotiated on a service- to-service basis.*
* *关于服务的变更，应通过<XXX>与所有干系人进行沟通并文档化。Changes to services shall be communicated and documented to all stakeholders via <XXX>.*
* *应依据相关政策、过程和流程提供服务。Service shall be provided in adherence to any related policies, processes and procedures*
* *对所有与服务相关的请求应按照服务说明来进行日程安排。Scheduling of all service related requests shall be conducted in accordance with service descriptions.>*

角色与职责Roles and Responsibilities

干系人Stakeholders

*<本章节应该列出所有干系人详情，包括他们的角色和相关联系信息。*

*<This section shall list all the stakeholders, their roles and relevant contact details.*

*如：以下服务所有者的调用应依据《协议》进行，代表与此SLA相关主要干系人：*

*For example: The following Service Owner(s) shall be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:*

*\*注：（服务的）可用性在4.0-服务管理章节中定义。*

*\*Note: Availability is defined in Section 4.0 – Service Management.*

|  |  |  |
| --- | --- | --- |
| 干系人  Stakeholder | 头衔或者角色  Title/Role | 联系人信息  Contact Information |
| *[干系人]*  *[Stakeholder]* | *[头衔或者角色]*  *[Title/Role]* | *[联系人信息]*  *[Contact Information]* |
| *[干系人]*  *[Stakeholder]* | *[头衔或者角色]*  *[Title/Role]* | *[联系人信息]*  *[Contact Information]* |

<服务供应商>职责<Service Provider> Responsibilities

*<本章节应该包含支持本协议的服务供应商的职责和/或需求，还应包括职责的清单；这些职责可以根据应用进行归类或则更具具体的服务参数而定。以下是范例：>*

*<This section shall contain the Service Provider’s responsibilities and/or requirements in support of this Agreement and shall include the list of responsibilities; these can be categorized by application or specific to service parameters. Few sample responsibilities include:*

* *满足与事故和服务请求优先级相关的响应时间Meet response times associated with the priority assigned to incidents and service requests*
* *制定关于服务等级性能的季报Generating quarterly reports on service level performance*
* *适时地告知客户所有已经安排的维护事宜Appropriate notification to Customer for all scheduled maintenance*
* *实施已定义的过程，兑现各等级服务Implement defined processes to deliver these service levels*

客户职责Customer Responsibilities

*<描述本协议支持的客户的职责或者需求。同时还包括客户职责和需求的清单。如：>*

*<This section shall contain the Customer responsibilities and/or requirements in support of this Agreement and shall include the list of customer responsibilities and requirements. Few sample responsibilities include:*

* *解决一个与服务相关的事故或请求时，客户代表的可用性。Availability of customer representative(s) when resolving a service related incident or request.*
* *沟通具体的服务可用性需求。Communicate specific service availability requirements*

服务管理Service Management

*<本章节应概要描述服务和如何管理服务。如“对范围之内的服务的高效支持，是一贯按照服务等级处理的结果。”*

*<This section shall contain the overview of the service and details on how it shall be managed. For example, ‘Effective support of in-scope services is a result of maintaining consistent service levels.’*

*描述范围之内的服务和相关组件的服务可用性、监督、度量和报告的相关详情。>*

*The following sections provide relevant details on service availability, monitoring, measurement and reporting of in-scope services and related components.>*

提出服务请求Raising Service Request

*<定义应该在多长时间内做出相应。如本章节可以定义初级支持的回复、评估时间、诊断时间等等。时间定义应该与提升的时间保持一致。建议按照季度进行汇报。*

*<This section shall contain clear and unambiguous definitions of how long it shall take for the parties to respond. For example, this section may include the definition of initial response to inquiry; time to review and evaluate; time to perform diagnostics; and others. These times must align with the escalation times. This is the Service Level Agreement by which we shall be evaluated. Quarterly reporting is assumed.*

* *通过网站（<网址>），您的请求可自动提交至服务团队查看。Web (<Website Address>) Your request shall be automatically associated with your division and visible to service team*
* *电话(<电话号码>)，在固定的工作时间内提供电话服务。\_\_\_\_\_\_\_\_\_\_Phone (<Phone Number>) Phone service is available during regular business hours. Messages shall be processed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
* *电邮（<电邮信箱地址>），在固定的工作时间内通过\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_处理电邮服务请求。E-mail (<E-mail ID>) E-mail request for service shall be processed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ during regular business hours.>*

服务等级协议Service Level Agreement

*<定义各优先级的服务请求的响应时间>*

*<In support of services outlined in this Agreement, the Service Provider shall respond to service related incidents and/or requests submitted by the Customer within the following time frames: >*

| 优先级  Priority | 初级响应  Initial Response | 问题解决时间Resolution Timeframe | 问题解决的进度更新  Resolution Progress Update |
| --- | --- | --- | --- |
| 优先级1（P1/至关重要）  Priority 1 (P1/Critical) | *<15分钟>*  *<15 minutes>* | *<2小时>*  *<2 hours>* | *<30分钟>*  *<30 minutes>* |
| 优先级2（P2/高）Priority 2 ((P2/High) | *<1小时>*  *<1 hour>* | *<12小时>*  *<12 hours>* | *<2小时>*  *<2 hours>* |
| 优先级3（P3/中）Priority 3 (P3/Medium) | *<8小时>*  *<8 hours>* | *<10天>*  *<10 days>* | *<每周>*  *<Weekly>* |
| 优先级4（P4/低）  Priority 4 (P4/Low) | *<24小时>*  *<24 hours>* | *<20天>*  *<20 days>* | *<每周>*  *<Weekly>* |

服务时间Service Hours

全年无休支持(24x7x365) On Call Support (24x7x365)

* *如，P1和P2等级的事故For example, P1/P2 Incidents*
* *<应用程序1><Application 1>*
* *<应用程序2><Application 2>*
* *<应用程序N><Application N>*

工作时间支持Business Hours Support

*SGC的工作时间为当地时间<xx>到<yy>。*

*Business hours at SGC are from <xx> to <yy> local time*

* *<P3和P4事故><P3, P4 Incidents>*
* *<应用程序1><Application 1>*
* *<应用程序2><Application 2>*
* *<应用程序N><Application N>*

特殊工作日Special Working Days

* *正常的工作时间为中国时间，周一到周五早上09：00到下午17：30。Normal working hours are <09:00> to <17:30> China time, Monday to Friday.*
* *根据对客户的SLA，SunGard须提供全年无休<24\*365天>的随叫随到支持。As per the SLA with the Customer, SunGard has to provide <24\*365 days> on-call support. On-call support shall be shared between SunGard China and Customer team.*
* *关于<客户所在国家>时间从<xx>到<yy>（即中国时间<aa>到<bb>点）的随叫随到支持，应定期由SGC和客户团队共同协商决定。On-call support between <xx> till <yy> <customer country> time (<aa> till <bb> China time) shall be planned in a regular basis and agreed between SunGard China and Customer team*
* *SGC关键员工的探亲假或者长假应该提前与客户沟通，按需安排后备岗位。Home leave or long leave (of SGC key personnel shall be communicated to Customer in advance and, if needed, a replacement shall be allocated, as per need and availability.*

*可以在此说明特殊情况和要求。>*

*Specific incident and/or request parameters, thresholds and/or samples may be inserted here for additional clarification.>*

服务可用性Service Availability

*针对本协议所涉及的服务范围如下所示：*

*Coverage parameters specific to the service(s) covered in this Agreement are as follows:*

*<本章节应定义提供服务的具体时间。>*

*<This section shall outline specific times during which service is provided.>*

* *<美国东部时间上午8:00 到下午5:00 ><8:00 a.m. to 5:00 p.m. U.S. Eastern Time>*
* *<365天/年，周一到周五><Monday - Friday, 365 days per year>*

*This section may be broken down by application, environment or categories specific to Customer requirements or Service Provider constraints>*

*比如说：For example:*

**生产环境Production Computing Environment**

|  |  |
| --- | --- |
| 客户的可用性  Customer Availability | *<美国东部时间，周一到周五，早上6：00到晚上8：00）*  *<Monday to Friday, 6:00 a.m. to 8:00 p.m. U.S. Eastern Time>* |
| 维护窗口  Maintenance Window | *<美国东部时间周日早上2：00到下午2：00）*  *<Sundays, 2:00 a.m. to 2:00 p.m. U.S. Eastern Time>* |
| 服务器自动监控  Automated Server Monitoring | *<365天/年，24小时x7天）*  *<24 x 7 365 days per year>* |

**开发环境Development Computing Environment**

|  |  |
| --- | --- |
| 客户可用性  Customer Availability | *<美国东部时间，周一到周五，早上6：00到晚上8：00）*  *<Monday to Friday, 6:00 a.m. to 8:00 p.m. U.S. Eastern Time>* |
| 维护窗口  Maintenance Window | *<美国东部时间，周一到周五，晚上8：00到早上6：00；美国东部时间，逢周五下午8：00 到逢周一下午6：00。*  *<Monday to Friday, 8:00 p.m. to 6:00 a.m. U.S. Eastern Time; Fridays, 8:00 p.m. to Mondays, 6:00 a.m. U.S. Eastern Time>* |
| 服务器自动监控  Automated Server Monitoring | *<美国东部时间周一到周五，早上6：00到下午8：00>*  *<Monday to Friday, 6:00 a.m. to 8:00 p.m. U.S. Eastern Time>* |

可用性的限制Availability Restrictions

*<本章节应用于记录客户要求获得服务的具体时间，还可以包括紧急变更时需要避免的特定时间或者星期。>*

*<This section shall be used to document specific times customer requires service availability and may include specific hours or days that shall be avoided when emergency changes are required.>*

服务度量Service Measurement

*<应建立以下度量项确保给客户提供最佳的服务承诺，格式如下。>*

*<The following measurements shall be established and maintained by the Service Provider to ensure optimal service provision to the Customer in the below format.>*

| 度量项Measurement | 定义  Definition | 性能目标  Performance Target |
| --- | --- | --- |
| *<应用程序X可用性>*  *<Application X Availability>* | *<在维护窗口之外获得应用程序X的百分比。>*  *<Percentage of time Application X is available outside of maintenance window. >* | *<95.5%可用性>*  *<95.5% availability>* |
| *<客户响应时间>*  *<Client Response Time>* | *<在10秒钟内执行某一交易应用程序X的客户响应时间。>*  *<Client response time for Application X for a sample of transactions executed in less than 10 seconds.>* | *<92.5%的制定交易的客户响应时间≤ 30秒。>*  *<92.5% of specified transactions in 30 seconds or less.>* |
| *<计划之外的停工次数>*  *<No. of Unscheduled Outages>* | *<在核心可用性时间内的停工次数>*  *<Number of outages during the Core Availability Time>* | *<计划之外的停工次数>*  *<No. of Unscheduled Outages>* |

服务等级报告Service Level Reporting

*<本部分应列举服务供应商根据各个间隔时间应该向客户提供的报告。应列出所有的报告接收人和负责人，并附上如本协议的“干系人”章节中提供的联系人信息。*

*<This section shall list the reports, which the Service Provider shall supply to the Customer along with the intervals. All Recipients and Responsible parties shall be outlined with contact information as given in the Stakeholder section of this Agreement.>*

|  |  |  |  |
| --- | --- | --- | --- |
| 报告名称  Report Name | 间隔时间Interval | 报告接收人Recipient | 负责人  Responsibility |
| *<应用程序可用性报告>*  *<Application Availability Report>* | *<每季度>*  *<Quarterly>* | *<业务经理>*  *<Business Manager>* | *<项目经理>*  *<Project Manager>* |
| *<客户响应时间报告>*  *<Client Response Time Report>* | *<每季度>*  *<Quarterly>* | *<业务经理>*  *<Business Manager>* | *<项目经理>*  *<Project Manager>* |
| *<应用程序事故报告>*  *<Application Incident Report >* | *<每季度>*  *<Quarterly>* | *<业务经理>*  *<Business Manager>* | *<项目经理>*  *<Project Manager>* |

服务维护Service Maintenance

*<本章节应该按照下列的格式列出具体的服务维护情况。>*

*<This section shall list the details of the service maintenance in the below format.*

*<所有的服务或相关组件需要定期的按照进度计划进行维护（"维护窗口")，以达到规定的服务等级。这些活动可能让系统或应用程序无法在如下的地点和时间段内进行正常的用户互动。）*

*<All services and/or related components require regular scheduled maintenance (“Maintenance Window”) in order to meet established service levels. These activities shall render systems and/or applications unavailable for normal user interaction for the following locations and timeframes :>*

*地点：<说明地点>*

*Location(s): <Mention the Location(s)>*

*<时间段:<提及时间段>如：美国东部时间的逢周日早上2：00*

*Timeframe(s) : <Mention the Timeframe(s)> For example: 2:00 a.m., Sundays, U.S. Eastern time*

| 时间Time | 周日  Sun | 周一Mon | 周二Tue | 周三  Wed | 周四  Thu | 周五Fri | 周六  Sat |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *开始Begin* | *美国东部时间（早）02：00>*  *<02:00 EST>* | *0:00* | *0:00* | *美国东部时间（早）02：00>*  *<02:00 EST>* | 0:00 | 0:00 | 0:00 |
| *结束*  *End* | *美国东部时间14：00>*  *<02:00 EST>*  *<14:00 EST>* | *0:00* | *0:00* | *美国东部时间（早）02：30>*  *<02:30 EST>* | 0:00 | 0:00 | 0:00 |

<视需要，补充更多的地点和时间段。>

<Add additional locations and timeframes as required.>

服务免除Service Exceptions

*根据如下的服务免除条例注明与当前的政策、过程和标准的偏差。<（说明与服务覆盖时间和日期相关的具体条件或约束。)>*

*Any deviations from current policies, processes and standards are noted by the following Service Exceptions: <(Insert any special conditions/ constraints related to coverage times and dates.)>*

服务升级Escalation

*<如果客户对某一要求的服务等级不满意，请在本章节定义提高客户服务水平的方法。>*

*<If customer is not satisfied with the level of service on a request, define method for client escalation in this section.>*

*举例如下：An example is given below:*

|  |  | 当无法达到SLA的时候，升级到:  On slipping SLA, escalate to: | | |
| --- | --- | --- | --- | --- |
| 优先级  Priority | 目标服务恢复时间  Target Service Restoration Time | <生产经理>  < Production Manager> | <现场经理>  <Site Manager> | <客户业务执行>  <Customer Business Executive> |
| P1 | *<2小时>*  *<2 hours>* | *<立即>*  *<Immediately>* | *<立即>*  *<Immediately>* | <1小时>  <1 hour> |
| P2 | *<12小时>*  *<12 hours>* | *<立即>*  *<Immediately>* | *<4小时>*  *<4 hours>* | <8小时>  <8 hours> |
| P3 | *<10天>*  *<10 days>* | *<立即>*  *<Immediately>* | *<2天>*  *<2 days>* | <3天>  <3 days> |
| P4 | *<20天>*  *<20 days>* | *<5天>*  *<5 days>* |  |  |

***<注：时间为工作小时/天数。>***

***<Note****: Time is in business hours/days. >*

相关政策和过程Associated Policies and Processes

本附录应包含本《服务等级协议》所需的政策支持、过程或者流程。

This appendix shall contain any policies, processes or procedures required to support this Service Level Agreement.

**文档控制**

Document Control

|  |  |  |  |
| --- | --- | --- | --- |
| 标题  Title | 服务等级协议模板 | | |
| 标识符  ID | TMP\_模板 | | |
| 版本号  Version No. |  | 有效日期  Effective Date | 2010-08-02 |

文档修订历史

Document History

<本表格包含对此模板文档所做的修订历史。>

<This table contains a history of the revisions made to this template document.>

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 版本号Version No. | 修订日期  Date | 变更原因  Reason for change | 作者  Author | 评审人Reviewed by | 批准人Approved by |
| 1.0 |  | 创建  Initial draft | CoE-PPM | Vivek Kulkarni |  |
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