This template has just two fields in it - «software» and «name».

That's all!

«newField1»

«name22»

*<Project Name>*

Service Level Agreement

Memorandum of Understanding

Version *<1.0>*

*<mm/dd/yyyy>*

VERSION HISTORY

[Provide information on how the development and distribution of the Service Level Agreement/Memorandum of Understanding will be controlled and tracked. Use the table below to provide the version number, the author implementing the version, the date of the version, the name of the person approving the version, the date that particular version was approved, and a brief description of the reason for creating the revised version.]

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Version Number** | **Implemented**  **By** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Description of Change** |
| 1.0 | *<Author name>* | *<mm/dd/yy>* | *<Project Manager name>* | *<mm/dd/yy>* | *<Description of change>* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

***Notes to the Author***

[This document is a template of a Service Level Agreement/Memorandum of Understanding document for a project. The template includes instructions to the author, boilerplate text, and fields that should be replaced with the values specific to the project.

* Blue italicized text enclosed in square brackets ([text]) provides instructions to the document author, or describes the intent, assumptions and context for content included in this document.
* Blue italicized text enclosed in angle brackets (<text>) indicates a field that should be replaced with information specific to a particular project.
* Text and tables in black are provided as boilerplate examples of wording and formats that may be used or modified as appropriate to a specific project. These are offered only as suggestions to assist in developing project documents; they are not mandatory formats.

**When using this template, the following steps are recommended:**

1. Replace all text enclosed in angle brackets (e.g., <Project Name>) with the correct field document values. These angle brackets appear in both the body of the document and in headers and footers. To customize fields in Microsoft Word (which display a gray background when selected) select File->Properties->Summary and fill in the appropriate fields within the Summary and Custom tabs.

After clicking OK to close the dialog box, update all fields throughout the document selecting Edit>Select All (or Ctrl-A) and pressing F9. Or you can update each field individually by clicking on it and pressing F9.

These actions must be done separately for any fields contained with the document’s Header and Footer.

1. Modify boilerplate text as appropriate for the specific project.
2. To add any new sections to the document, ensure that the appropriate header and body text styles are maintained. Styles used for the Section Headings are Heading 1, Heading 2 and Heading 3. Style used for boilerplate text is Body Text.
3. To update the Table of Contents, right-click on it and select “Update field” and choose the option - “Update entire table”.
4. Before submission of the first draft of this document, delete this instruction section “Notes to the Author” and all instructions to the author throughout the entire document.

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# 

# Introduction

## Purpose of Service Level Agreement/Memorandum of Understanding

[Provide the purpose of the Service Level Agreement/Memorandum of Understanding.]

## Scope

[Provide a description of the scope of the document.]

## Background

[Provide a brief background of the IT system.]

## Audience

[Provide a description of the intended audience for the document and who are the parties involved in this agreement.]

## Assumptions

[Provide a list and description of the assumptions associated with this agreement.]

## Roles and Responsibilities

[Provide a list of roles and associated responsibilities for the agreement.]

| **Role** | **Responsibility** |
| --- | --- |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## Contacts

[Provide a list of the contacts associated with the agreement.]

# Service Details

## Requirements

[Provide a list and description of any requirements to be addressed as a part of this system release.]

## Service Level Expectations

*[List the expectations that <Party A> and <Party B> agree to.]*

## Escalation Actions

[Provide a description of escalation actions.]

## Service Provider / Service Recipeint

[Provide name of phone number of the service provider and service recipient.]

## Service Hours for Problem Resolution

[Specify the service hours available to resolve problems.]

## Performance Guarantee

[Specify the period of performance and any performance guarantees with associated penalties should the service not be performed as contracted.]

## Agreement Change Process

[Document the process that will be used to address changes to the agreement.]

# Agreement Table

[List all agreements from Section 2 above in the table below:]

| **Requirement** | **Service Level Expectation** | **Party A** | **Party B** | **Hours of Support** | **Escalation Actions** | **Performance Guarantee** |
| --- | --- | --- | --- | --- | --- | --- |
| System Availability | System available 8am – 10pm Monday - Friday | Party A | Party B | 8am – 10pm Monday - Friday | Contact Help Desk if system is not available | 95% availability |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

APPENDIX A: Service Level Agreement / Memorandum of Understanding Approval

The undersigned acknowledge that they have reviewed the ***<Project Name>* Service Level Agreement/Memorandum of Understanding** and agree with the information presented within this document. Changes to this **Service Level Agreement/Memorandum of Understanding** will be coordinated with, and approved by, the undersigned, or their designated representatives.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
|  |  |  |  |
| Title: |  |  |  |
| Role: | Party A |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
|  |  |  |  |
| Title: |  |  |  |
| Role: | Party B |  |  |

APPENDIX B: REFERENCES

[Insert the name, version number, description, and physical location of any documents referenced in this document. Add rows to the table as necessary.]

The following table summarizes the documents referenced in this document.

|  |  |  |
| --- | --- | --- |
| **Document Name** | **Description** | **Location** |
| *<Document Name and Version Number>* | *<Document description>* | *<Document location>* |
|  |  |  |
|  |  |  |

APPENDIX C: KEY TERMS

The following table provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

|  |  |
| --- | --- |
| **Term** | **Definition** |
| *[Insert Term]* | *<Provide definition of term and acronyms used in this document.>* |
|  |  |
|  |  |