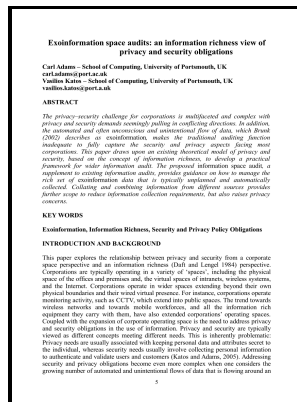


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What is an SLA? Best practices for service

Keywords: Information Management, Information Audit, Information Resources, Case Study, Information problems. Why do I need an SLA? Terri Moran Paul Hanson Partners, a division of Specialty Programs Group, LLC P. Should the service provider be acquired by or merge with another company, the customer may expect that its SLA will continue to be in force, but this may not be the fact.

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For example, if the client provides change specifications for application code several weeks late, it is unfair and demotivating to hold the service provider to a pre-specified delivery date. Whether or not there is wiggle room, it is critical to the SLAs in a cloud computing contract to determine whether they present any significant risk. A typical mistake is to penalize the service provider for delays caused by the client's lack of performance.

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Information Management and Business Review, 9 3 , 27—39. The research was conducted at Language Centre of Nusa Cendana University in Kupang — East Nusa Tenggara.

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