

Instructions

The purpose of this document is to ensure that any reader or user of this template will have clarity in how to populate it, and with what details. The following pages provide the recommended body of the template.

This standard template has been developed by members of the SLM SIG Working Party and includes significant input from itSMF members, contributing at various SLM SIG events. The contributing members span a wide range of industries, both public and private sector, and include users, vendors, consultants and managed service providers.

In using this template you need to recognise that one size does not fit all and that you will certainly need to adapt the template to your own organisation.

1. Save this template under a new name before initial population.
2. Review & complete all relevant sections in this template.
3. Remove all sections that are not relevant.
4. Replace or remove all coloured text from the final draft of this document.
 - a. Replace all text in **red** with appropriate text (required text in final document).
 - b. Remove all text in **blue** (instructions and guidance for population).
5. Adjust template text as required to reflect unique requirements.
6. Change document Header and Footer to represent your own company standards.
7. Spell check document.
8. Convert all text to Black.
9. Add cover page according to your own company standards indicating what the document is, e.g. Policy, OLA, SLA, etc
10. Update Table of Contents.
11. Remove this page before final publication.

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Service Name

This is the name that appears on the service catalogue

Service Level Agreement

Between

IT Service Provider and Business

Version 2.0

Contents

1	DOCUMENT CONTROL	4
1.1	Signatories	4
1.2	Distribution List.....	4
1.3	Version History.....	4
2	INTRODUCTION.....	5
2.1	Purpose	5
2.2	Scope	5
3	SERVICE DETAILS.....	5
3.1	Service Times	5
3.2	Support Arrangements	5
3.3	Batch Window	6
3.4	Maintenance Window	7
3.5	Service Targets	7
3.6	Service Continuity/Disaster Recovery	8
3.7	Security.....	8
3.8	Change Procedure.....	8
3.9	Incident & Problem Management.....	8
3.10	Capacity Management	8
3.11	IT Financial Management.....	8
4	EXCEPTIONS	9
4.1	Thresholds	9
4.2	Waivers.....	9
5	MANAGEMENT REPORTING	10
5.1	Reporting	10
5.2	Service Review	10
6	APPENDICES	12
6.1	Glossary	12
6.2	Component OLAs & Underpinning Contracts.....	12

1 Document Control

This section should contain your organisations standard document control items, such as:

- Document Filename and version
- Document Reviewer list
- Document Distribution list
- List of references to other documents
- List of figures

1.1 Signatories

The aim should be to keep this to the minimum number of signatories as possible.

Name	Role	Signature
	Service Provider	
	Service Level Management	
	Service Owner (if possible)	

1.2 Distribution List

Consider representation at appropriate levels from:

Business Budget Owner

IT Service Management

Service Owner (if defined)

Roles and responsibilities should be defined and agreed.

All those with a vested interest in the levels of service committed to the customer. If dedicated service owners exist then inclusion here or as signatories should be considered.

Name	Role
	Financial authority

1.3 Version History

Version	Reason for Amendment	Date

2 Introduction

2.1 Purpose

State the purpose of the document e.g.:

(Service Name) is an integrated package providing (Business) with a multi-dimensional database tool that allows analysis of, and modelling based on, large quantities of (business type) data. The analysis of this data underpins business (e.g. marketing/advertising) activities.

This SLA covers the support and maintenance of the integrated package and additionally the following business unit owned applications that have been developed using the (service name) tool, namely:

- Application a
- Application b

2.2 Scope

State the scope of the document and to what it applies. Identify it's limitations and assumptions.

The scope of the service covered by this agreement includes:

- Scope description a
- Scope description b

Excluded from this agreement are:

- Exclusion 1
- Exclusion 2

3 Service details

3.1 Service Times

Consider time zone implications here and outline the time that the service is available for use by customers. It is possible that this may not be the same as support hours (see next section).

The (Service Name) is available to customers at the following times:

Mon – Fri	e.g. 24 Hours
Saturday	e.g. 24 Hours
Sunday	e.g. 24 Hours
Bank Hols	e.g. 24 Hours
Exceptions	e.g. None

All times are quoted in UK hours (GMT and BST).

3.2 Support Arrangements

3.2.1 Service Desk Support

Consider using this section to reinforce the service desk as the single point of contact for the service issues. Reference to escalations may be warranted but detailed process should be avoided.

The Service Desk is the single point of contact for logging incidents and customers should contact the Service Desk in the first instance for queries or issues with the service. The Service Desk is available at the following times:

	UK Users Phone nnnn nnnnnn Global Users Phone nnn nnnn nnn
Mon – Fri	e.g. 24 Hours
Saturday	e.g. 24 Hours
Sunday	e.g. 24 Hours
Bank Hols	e.g. 24 Hours
Exceptions	e.g. None

Escalation process is triggered by.....

The escalation process is.....

3.2.2 Additional Support Team

Infrastructure support is available:

	Infrastructure Support
Mon – Fri	e.g. 24 Hours
Saturday	e.g. 24 Hours
Sunday	e.g. 24 Hours
Bank Hols	e.g. 24 Hours
Exceptions	e.g. None

Application support is available:

	Core Support Times	On Call Support
Mon – Fri	08:30 – 18:00	18:00 – 08:30
Saturday	No Support	24 Hours
Sunday	No Support	24 hours
Bank Hols	No Support	24 Hours
Exceptions	Critical Periods Last Friday each calendar month	04:00 – 20:00
		Critical Periods Critical Periods
		Nil Nil

3.2.3 Out of Hours arrangements

Depending on the support times in section 2.4 it may be useful to detail any out of hours support arrangements that exist.

Infrastructure and application on call support is available for high impacting major incidents only. The decision to invoke out of hours support will be made by (responsibility details here).

3.2.4 Extended Hours arrangements

Enter details of any arrangements where support can be provided for hours outside the standard times.

3.3 Batch Window

Consider setting expectations accordingly when batch processing takes place.

In order that daily business transactions are processed, it is necessary for batch processing to take place during the online day. During batch processing periods users may notice a slight degradation of performance. Batch processing for (service name) will be scheduled on a daily basis during the following hours:

Monday –Friday	04:00 - 06:00 hrs
----------------	-------------------

3.4 Maintenance Window

If maintenance windows can not be defined, it may be worth including a statement of intent only.

Maintenance windows enable planned service interruptions so that essential maintenance, repairs, housekeeping or service upgrades can be carried out. During each maintenance window <service> will not be available to the users (or describe effect/impact on users). Such windows will be raised and notified through the IT Change management process and notification and approval will include but not be confined to the signatories in Section 1.

The following maintenance windows apply:

Maintenance Task	Frequency	Duration
Windows Server Maintenance	24 per year	22:00 – 06:00
Citrix Maintenance	4 per year	23:00 – 00:00
Citrix Server Reboots	Sun – Thurs	23:00 – 00:00
Oracle Maintenance	12 per year	22:00 – 03:00

3.5 Service Targets

3.5.1 Service Availability

As this is a customer facing document, consider the inclusion of some supporting information to help them understand how it has been reached.

Consider a summary of what it means in service hours from a customer perspective.

(Service Name) has a target availability of nn.nn% per month during service hours as set out in section 3.1. Availability has been based on the capability of the underpinning Operational Support Agreements which are summarised in Appendix X.

In a 28 day cycle, a 24 x 7 service equals nn minutes. nn.nn% availability is the equivalent of nn minutes downtime per month.

3.5.2 Degraded Service / Usability

Consider addressing possible contention around service performance issues by including a benchmark of performance by which future degraded service issues can be measured against.

Performance of (service name) is monitored by (operational team). Monitoring of the service for a (number of days/weeks/months) shows that it generally takes less than nn seconds to access the home pages of the reference sites used (site references). This timing will be used as a basis for performance measuring when dealing with any service issues involving degraded service.

Degraded performance may be experienced during the batch processing window agreed in section 3.3.

3.5.3 Service Reliability

If a measure of reliability can be reported against then consideration should be given to include it here. Measures could include number of days achieving interrupt free service or the number of component interrupts in a month (based on operational level

agreement targets). Number of service breaks that are acceptable (tolerated) could also be detailed.

3.5.4 Additional Service Targets

Include here any useful service targets that may be service specific. Targets should only be included if they can be reported against. You may want to consider application separately in this section.

3.6 Service Continuity/Disaster Recovery

Where applicable this should refer to the master plan. Detail here should be agreed with continuity management. Set expectations with the client over what might be delivered under continuity arrangements

3.7 Security

User's security responsibilities. Reference to Security policy.

3.8 Change Procedure

Details of how changes to the service could be included. Additionally, consider the inclusion of the SLA and supporting OLAs in the CMDB. Change processes need to be described for document changes and also configuration changes.

All changes to the configuration items for the service covered by this SLA will be managed through the Change Management process. These changes should include updates to this SLA where necessary. Details of this process can be found (details)

3.9 Incident & Problem Management

Consider including Incident restore times or make reference to a separate process document.

3.10 Capacity Management

It may be relevant to detail specific capacity limitations or refer to a master capacity plan. It is important to ensure that the business understand the current design limitations. Detail here should be agreed with capacity management.

The (service) is currently limited to a maximum of (details). There are nn licences, one per client. Usage of these is monitored to ensure business demand is met.

3.11 IT Financial Management

It may be relevant to detail specific financial details if your organisation has a mature IT cost centre function. Should underpinning OLAs and contracts reference service credits then details could be outlined here. Due to the contractual implications of this Information, it should be provided from IT Financial Management or the relevant cost centre controller.

3.11.1 Budgeting

3.11.2 Accounting

3.11.3 Charging

3.11.4 Incentives & Penalties:

Service credits will be awarded based on...

Availability below 99.95%

Failing to respond to a Sev 1 call within 4hrs

etc

4 **EXCEPTIONS**

4.1 **Thresholds**

This section should be clear as to when the SLA agreement has been breached by the consumer and service levels can not be guaranteed.

The Service Targets defined in section 3.5 of this SLA cannot be guaranteed if any of the following thresholds are exceeded.

Measure	Threshold
Number of concurrent connections	No more than nn e.g. Capacity limitation

When a threshold is exceeded this will trigger a review by SLM of this service, and it's SLA and OLAs.

4.2 **Waivers**

Where the consumer use has exceeded budget and breached the agreement causing service impact. Examples: more users than planned for, greater transactions than budgeted for. Additional spend may need to be agreed and consideration should be given to the inclusion of a waiver for a short period of time in the SLA to ensure a true picture of service is maintained. This section is useful to ensure adequate discussion and focus remains on aligning budget with usage.

Due to financial constraints, it has been agreed that until Service Improvement Plan number (nnn) has delivered the necessary infrastructure changes, network capacity related incidents will not be reported against the service targets in section 2.7 of this agreement. These incidents will, however continue to be captured.

5 Management reporting

5.1 Reporting

Consider setting expectations as to the purpose of service reports and how, when they will be produced. It may be useful in larger organisations to detail the specific reports that this service will be reported in.

Service reporting will (statement of intent)

<i>Name of report (& frequency)</i>	<i>Objective</i>
<i>Report 1 (Daily)</i>	<i>To provide the Management Team the ability to proactively manage and monitor service performance on a daily basis, giving a single view of service.</i>
<i>Report 2 (Daily & Monthly)</i>	<i>To provide an automatically generated report per agreed Service and by agreed Business Area as the current month progresses.</i>
<i>Report 3 (Monthly)</i>	<i>To provide a series of trend graphs to show where performance issues have occurred during the month.</i>
<i>Report 4 (Monthly)</i>	<i>To provide a consolidated view of Service across our multiple Business Areas.</i>

5.2 Service Review

Consider the roles and responsibilities of individuals who signed up to the document in section.

This section should consider and outline the following:

- Purpose
- Frequency
- Attendees
- Inputs
- Outputs

The <role, e.g. Service Delivery Manager> has a responsibility to present a full report of the state of the service to the customer as defined in <document>. The forum for this is the Service Review Meeting (SRM). A review should not be an isolated meeting; it should be part of an on-going dialogue and demonstrate continuous improvement in action.

At the reviews the <role, e.g. Service Delivery Manager> will discuss previous service, issues, invoicing payment, new services, changes in service and satisfaction level. However, the <role, e.g. Service Delivery Manager> will jointly ensure with the customer, that as issues arise they are discussed and not left until the next review. Either party at anytime with reasonable notice can request a meeting. The reviews should also ensure that the overall process by which the service is provided should be reviewed, i.e. it is the Service Review forum that we confirm all parties are fulfilling their role in the process. We should agree with the customer that this meeting be used to unblock any process issues. As such the Service Review serves as an escalation point.

A standard agenda for a SRM should include:

- 1) Minutes of previous meeting
- 2) Review Reports
- 3) Review Incidents and Problems
- 4) Risks and Issues
- 5) Service Improvement Plan
- 6) Customer satisfaction
- 7) AOB (preferably topics known in advance)

and may optionally include:

- 8) Change Controls
- 9) Update on any live projects within the account

6 Appendices

6.1 Glossary

Abbreviation / Mnemonic	Definition
SLM	Service Level Management
SLA	Service Level Agreement. A written agreement between an IT Service Provider and the IT Customer (s)
OLA	Operational Level Agreement
UC	Underpinning contract
CMDB	Configuration Management Database
CSIP	Continual Service Improvement Program
KPI	Key Performance Indicator
SLM	Service Level Management

6.2 Component OLAs & Underpinning Contracts