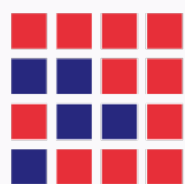


Writing SLAs: an SLA Template



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The SLA is a documented agreement.

Creating your own SLAs can be achieved using the tips in this paper, remember that each requires flexibility and will be unique to the organisations needs and objectives. Make changes as necessary, as long as you include the relevant parties. Consider additional topics you may want to add to the agreement on, such as:

- **Review or monitoring.** How often the service provider and customer may review the SLA, perhaps annually.
 - **Service credits.** Something the service provider may offer in case your SLA is not achieved.
 - **Rider.** Used when amendments occur.
 - **End-of-contract or liquidation terms.** Defining how and when customer or service provider can opt out of the SLA.
-

TABLE OF CONTENTS

There are several ways to write an SLA. Below is an example of a table of contents (TOC) which you can be used as a starting template for writing your own SLA's.

A typical TOC for a SLA would include.

1. **Service Level Agreement**

- a. Version Details
- b. Document Change History
- c. Document Approvals

2. **Agreement Overview**

- a. SLA Introduction
- b. Definitions, Conventions, Acronyms and Abbreviations
- c. Purpose
- d. Contractual Parameters

3. **Service Agreement**

- a. KPIs and Metrics
- b. Service Levels, Ranking and Priority
- c. Service Response
- d. Exceptions and Limitations
- e. Responses and Responsibilities
- f. Service Management

4. **Reference And Glossary**

Appendix.

- 1. A.1 Pricing Models and Charges
-

Here are a few details and examples for each sections.

1. SERVICE LEVEL AGREEMENT

The first page of your document is simple yet important. It should include:

- Version details
- Document change history, including last reviewed date and next scheduled review
- Document approvals

1.a. and 1.b. Document Details and Change History

Version	Date	Description	Authorisation

1.c Document Approvals

Name	Role	Signature	Date

Last Review: MM/DD/YYYY

Next Scheduled Review: MM/DD/YYYY

2. AGREEMENT OVERVIEW

The next section, the agreement overview should include four components:

1. SLA introduction
2. Definitions, convention, acronyms, and abbreviations (A glossary)
3. Purpose
4. Contractual parameters

2.a. SLA Introduction

Include a brief introduction of the agreement, concerning parties, service scope and contract duration. For instance:

This is a Service Level Agreement (SLA) between [IT] and [Department A]. This document identifies the services required and the expected level of services between MM/DD/YYYY to MM/DD/YYYY.

Subject to review and renewal scheduled by MM/DD/YYYY.

Signatories:

2.b. Definitions, Conventions, Acronyms, and Abbreviations

Include a definition and brief description terms used to represent services, roles, metrics, scope, parameters, and other contractual details that may be interpreted subjectively in different contexts. This information may also be distributed across appropriate sections of this document instead of collated into a single section.

2. AGREEMENT OVERVIEW

2.b. Definitions, Conventions, Acronyms, and Abbreviations

Include a definition and brief description terms used to represent services, roles, metrics, scope, parameters, and other contractual details that may be interpreted subjectively in different contexts. This information may also be distributed across appropriate sections of this document instead of collated into a single section.

Term	Description
SLA	Service Level Agreement
Accuracy	Degree of conformance between a result specification and standard value.
Timeliness	The characteristic representing performance of action that leaves sufficient time remaining so as to maintain SLA service expectation.
IT Operations Department	A unit of <i>{Department A}</i> responsible for internal IT Operations.

2. AGREEMENT OVERVIEW

2.c. Purpose

This section defines the goals of this agreement, such as:

The purpose of this SLA is to specify the requirements of the SaaS service as defined herein with regards to:

- *Requirements for SaaS service that will be provisioned to {Department A}*
- *Agreed service targets*
- *Criteria for target fulfilment evaluation*
- *Roles and responsibilities of [IT]*
- *Duration, scope and renewal of this SLA contract*
- *Supporting processes, limitations, exclusions and deviations.*

2.d. Contractual Parameters

In this section, you'll want to define the policies and scope of this contract related to application, renewal, modification, exclusion, limitations and termination of the agreement.

This section specifies the contractual parameters of this agreement:

1. *Contract renewal must be requested by {Department A} at least 30 days prior to expiration date of this agreement.*
 2. *Modifications, amendments, extension and early termination of this SLA must be agreed by both signatory parties.*
 3. *{Department A} requires a minimum of 60 days' notice for early termination of this SLA.*
 4.
-

3. SERVICE AGREEMENT

This section can include a variety of components and subsections. into the following components:

1. KPIs and metrics
2. Service levels, rankings, and priority
3. Service response
4. Exceptions and limitations
5. Responses and responsibilities
6. Service management

3.a. KPIs and Metrics

Key performance indicators (KPIs) and other related metrics can and should support your SLA, but the achievement of these alone does not necessarily result in the desired outcome for the customer.

Metric	Commitment	Measurement
Availability		MTTR
Reliability		MTTF
Issue Recurrence		

3. SERVICE AGREEMENT

3.b. Service Levels, Rankings, and Priority

Severity Level	Description	Target Response
1. Outage	SaaS server down	Immediate
2. Critical	High risk of server downtime	Within 10 minutes
3. Urgent	End-user impact initiated	Within 20 minutes
4. Important	Potential for performance impact if not addressed	Within 30 minutes
5. Monitor	Issue addressed but potentially impactful in the future	Within one business day
6. Informational	Inquiry for information	Within 48 hours

3. SERVICE AGREEMENT

3.c. Service Response

Service	Description	SLA Target	Performance Metric	Measurement
Cloud Service A	Inter-departmental communication service	99.999%	Resource availability	MTTR, MTTF
Cloud Storage A	Storage service	99.999%	Resource availability, response time	MTTR, MTTF, percentage capacity utilisation
Cloud Networking A	Hardware endpoints	99.999%	Resource utilisation, response time	MTTR, MTTF, data transmission rate

3. SERVICE AGREEMENT

3.d. Exceptions and Limitations

Include any exceptions to the SLA conditions, scope, and application, such as:

This SLA is subject to the following exceptions and special conditions:

- *[IT] must ensure Cloud Service A availability of 99.9999% during holiday season dated MM/DD/YYYY to MM/DD/YYYY.*
- *[IT] may not be liable to credit reimbursement for service impact to data centers in Region A and Region B due to natural disasters.*
- *Response to requests of Severity Level 6 or below by {Department A} can be delayed up to 24 hours during the aforementioned holiday season.*
- *Requests for special arrangements by {Department A} may be expedited as per pricing structure specified in Appendix A.1.*

3.e. Responses and Responsibilities

Here, you'll define the responsibilities of both the service provider and the customer.

IT responsibilities:

- *{Department A} should provide all necessary information and assistance related to service performance that allows the [IT] to meet the performance standards as outlined in this document.*
 - *{Department A} shall inform [IT] regarding changing business requirements that may necessitate a review, modification, or amendment of the SLA.*
-

3. SERVICE AGREEMENT

[IT] responsibilities

- *[IT] will act as primary support provider of the services herein identified except when third-party vendors are employed who shall assume appropriate service support responsibilities accordingly.*
- *[IT] will inform {Department A} regarding scheduled and unscheduled service outages due to maintenance, troubleshooting, disruptions or as otherwise necessary.*
- ...

3.f. Service Management

Include service management and support details applicable to the service provider in this section

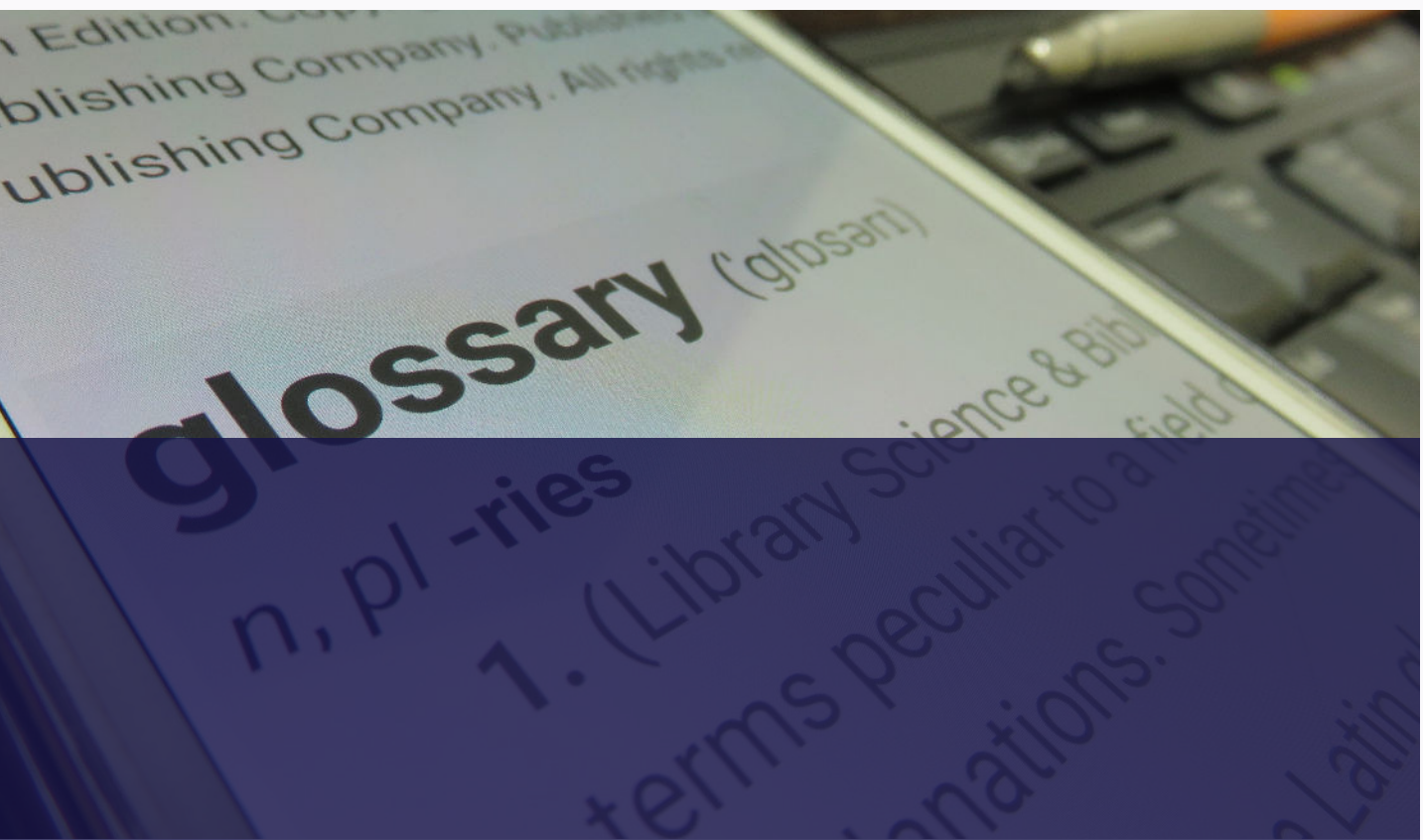
3.f.1. Service Availability

Service coverage by the [IT] as outlined in this agreement follows the schedule specified below.

- *On-site support: 9:00 A.M. to 6:00 P.M, Monday to Friday between January 5, 2020 to December 20, 2020.*
 - *Phone support: 24-hours as per Section 3.2. of this agreement.*
 - *Email support: 24-hours as per Section 3.2. of this agreement.*
 - ...
-

4. REFERENCES AND GLOSSARY

Include reference agreements, policy documents, glossary and relevant details in this section. This might include terms and conditions for both the service provider and the customer, and any additional reference material, like third party vendor contracts.



A. APPENDIX

The appendix is a good place to store relevant information that doesn't fit elsewhere, such as pricing models and charges. The following section is an example of information you may want to append to your SLA.

A.1. Pricing Models and Charges

Include the pricing models for each service type with detailed specifications.

Service	Capacity	Type - Throughput	Price
Cloud Service A			
Option			
A	500GB	HDD – 250 MB/s	\$5.00/Mo
B	10TB	SSD – 500 MB/s	\$10.00/Mo
C	50TB	SSD – 1000 MB/s	\$15.00/Mo
Additional storage			
A.1	100GB	HDD – 250 MB/s	\$1.00/Mo
B.1	2TB	SSD – 500 MB/s	\$2.00/Mo

SLA BEST PRACTICES

Though your SLA is a documented agreement, it doesn't need to be lengthy or overly complicated. It is a flexible, living document. Build the agreement using this template and examples and consult with your customers for any perceived gaps. As unforeseen instances are inevitable, you can revisit and tweak the SLA as needed.

