Service Level Agreement

Template

FACILITIES OPERATIONS

**CUSTOMER NAME** **SERVICE LEVEL AGREEMENT**

**DOCUMENT INFORMATION AND APPROVALS**

VERSION HISTORY

|  |  |  |  |
| --- | --- | --- | --- |
| **Version #** | **Date** | **Revised By** | **Reason for change** |
|  |  |  |  |
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DOCUMENT APPROVALS

|  |  |  |  |
| --- | --- | --- | --- |
| **Approver Name** | **Project Role** | **Signature/Electronic Approval** | **Date** |
|  |  |  |  |
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**CUSTOMER NAME** **SERVICE LEVEL AGREEMENT**

**1.0 SERVICE LEVEL AGREEMENT OVERVIEW**

This is a Service Level Agreement (SLA) between *Facilities Operations (Facilities)* and *Business Customer Name*. The purpose of this Service Level Agreement (SLA) is to identify the basic services, and any agreed upon optional services, to be provided by *Facilities* regarding *building and grounds maintenance* for *Business Customer Name*.

This SLA covers the period from *Date* to *Date* and will be reviewed and revised at the end of this period.

**Description of Application/Service**

Include a brief description of what the service or application does.

**2.0 DESCRIPTION OF SERVICES**

|  |  |
| --- | --- |
| **Services** | **Description** |
|  |  |

What services are included in this SLA?

What services are NOT included in this SLA?

How will service be delivered?

What are the hours of operation (regular business hours and after hours support)?

When will regularly scheduled maintenance be performed?

1. **SERVICE PERFORMANCE**
2. PERFORMANCE METRIC AND SERVICE COMMITMENT

|  |  |  |
| --- | --- | --- |
| **Performance Metric** | **Service Commitment** | **Measurement** |
|  |  |  |
| Customer Relations |  |  |
|  |  |  |
| Resource Availability |  |  |
|  |  |  |
| Response Time |  |  |
|  |  |  |
| Resource Utilization |  |  |
|  |  |  |
| Work Prioritization |  |  |
|  |  |  |
| Work Quality |  |  |
|  |  |  |

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| --- | --- | --- | --- | --- | --- |
|  | **CUSTOMER NAME** |  |  |  | **SERVICE LEVEL AGREEMENT** |
|  | 3.2 INCIDENT/PROBLEM MANAGEMENT |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **Incident/Problem Management** |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Severity Level | Description |  | Response |  | Resolution/ |  |  | Status |  |  | Metric/ |  |
|  |  |  |  | time to |  | Mitigation |  |  | Updates |  |  | Measure |  |
|  |  |  |  | begin |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | working |  |  |  |  |  |  |  |  |  |
|  |  |  |  | issue |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **Severity 1** | The entire department’s (or |  |  |  |  |  |  |  |  |  |  |  |
|  | **Incidents** | students) ability to perform |  |  |  |  |  |  |  |  |  |  |  |
|  | mission critical business or |  |  |  |  |  |  |  |  |  |  |  |
|  |  | academic functions is in |  |  |  |  |  |  |  |  |  |  |  |
|  |  | jeopardy or unavailable |  |  |  |  |  |  |  |  |  |  |  |
|  |  | (Example: Power is out.) |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **Severity 2** | A department or individual’s |  |  |  |  |  |  |  |  |  |  |  |
|  | **Incidents** | ability to perform a mission |  |  |  |  |  |  |  |  |  |  |  |
|  | critical function is in jeopardy |  |  |  |  |  |  |  |  |  |  |  |
|  |  | or unavailable but a |  |  |  |  |  |  |  |  |  |  |  |
|  |  | workaround is or can be |  |  |  |  |  |  |  |  |  |  |  |
|  |  | established within a reasonable |  |  |  |  |  |  |  |  |  |  |  |
|  |  | time. (Example: Emergency |  |  |  |  |  |  |  |  |  |  |  |
|  |  | repair for a water leak.) |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **Severity 3** | A department or individual’s |  |  |  |  |  |  |  |  |  |  |  |
|  | **Incidents** | ability to perform a job |  |  |  |  |  |  |  |  |  |  |  |
|  | function may be impacted or |  |  |  |  |  |  |  |  |  |  |  |
|  |  | inconvenienced, but can |  |  |  |  |  |  |  |  |  |  |  |
|  |  | continue business as normal |  |  |  |  |  |  |  |  |  |  |  |
|  |  | operations. (Example: Broken |  |  |  |  |  |  |  |  |  |  |  |
|  |  | door/cracked window) |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

**4.0 SERVICE COSTS**

List any costs for services described in this SLA (if applicable).

Determine what costs should be centrally managed on a year to year basis versus costs that need to be individually billed to the customer. Ensure service, administrative, and materials costs are accounted for. Consider overtime costs, costs of outsourcing, and emergency and/or catastrophic occurrences.

1. **SERVICE PROVIDER AND CUSTOMER RESPONSIBILITIES**
2. SERVICE PROVIDER DUTIES AND RESPONSIBILITIES (WHAT YOU ARE ACCOUNTABLE

FOR DOING/PROVIDING)

* + Duties and responsibilities

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**CUSTOMER NAME** **SERVICE LEVEL AGREEMENT**

* Duties and responsibilities
* Duties and responsibilities

5.2 CUSTOMER DUTIES AND RESPONSIBILITIES (WHAT THE CUSTOMER IS ACCOUNTABLE

FOR DOING/PROVIDING)

* Duties and responsibilities
* Duties and responsibilities
* Duties and responsibilities

**6.0 PROBLEM MANAGEMENT AND DISASTER RECOVERY**

List any problems and how they will be managed; contingency plans. Be specific using a table or flow chart.

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| --- | --- | --- | --- | --- | --- | --- |
|  |  | **CUSTOMER NAME** |  |  | **SERVICE LEVEL AGREEMENT** |  |
|  |  | 6.1 SUPPORT & PROBLEM ESCALATION CONTACT LIST |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  | **Support Help Line** |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  | **Name** | **Role** | **Phone** |  | **Email** |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

**Support Contacts**

**Escalation Contacts**

6.2 FACILITIES RECOVERY PRIORITY

In the event of a disaster, the following recovery priority will be executed. For example, the area/building with the highest priority will be brought back up first.

**Application Recovery Priority**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Recovery Priority** | **Application** | **Hours of Operation** | **Additional** |  |
|  |  | **(Examples)** |  | **Information** |  |
|  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

6.3 CHANGE MANAGEMENT PROCESS

Develop and agree to a communication structure with the customer to ensure each party is notified if business needs change.

**7.0 PERIODIC REVIEW PROCESS**

This SLA is a dynamic document and will be periodically reviewed and changed when the following events occur:

* The environment has changed.
* The customer’s expectations and/or needs have changed.
* Workloads have changed.
* Better metrics, measurement tools and processes have evolved.

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**CUSTOMER NAME** **SERVICE LEVEL AGREEMENT**

This Service Level Agreement will be reviewed at a minimum once per fiscal year. Contents of this document may be amended as required, provided mutual agreement is obtained and communicated to all affected parties. The

Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Document Owner**:

**Review Period**:

**Previous Review Date**:

**Next Review Date**:

**9.0 TERMINATION OF AGREEMENT**

All parties will re‐evaluate this Agreement at the beginning of every fiscal year end.

**9.0 SIGNATURES**

Title & Name Date

*Service Provider and Document Owner*

Title & Name Date

*Customer*

Title & Name Date

Title & Name Date

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