**Example Of A Service Level Agreement Contract,** Continued

**SERVICE LEVEL AGREEMENT**

Contract Date: Expiration Date:

Agreement Number:

Division:

Location:

Project:

Peak Times:

This document with attachments specifies the agreement between the above named business unit and the Data Processing Center (DPC) for shared computing services. This agreement consists of the following sections:

Section I: Services To Be Provided

Section II: Expected Service Requirements

Section III: Service Assumptions

Section IV: Costs

Section V: Contract Maintenance

Section VI: DPC Responsibilities

Section VI: Customer Responsibilities

Section VII: Service Change Control Procedure

Section VIII: Signatures

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**Example Of A Service Level Agreement Contract,** Continued

**SECTION I: SERVICES TO BE PROVIDED**

Business Unit Description, Business Unit Scope And Desired Services to be provided. May provide references to ITIL Service Catalog here….

**SECTION II: EXPECTED SERVICE REQUIREMENTS**

Examples (May list for each service to be provided or reference ITIL Service Catalog):

Response Time Requirements:

Availability Requirements:

Report/Media Delivery Requirements

Data Retention and Back-Up Requirements:

Technical Support Requirements:

Job/Report Turnaround Requirements:

Security Requirements:

*Continued on next page*

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**Example Of A Service Level Agreement Contract,** Continued

**SECTION III: SERVICE ASSUMPTIONS**

The services and costs within this agreement are based on the assumptions below. Any assumption found invalid could have an effect on ability to meet service targets and/or costs charged for services. Changes to assumptions will be handled in accordance with the Service Change Control Procedure described in this agreement.

The service assumptions included with this agreement are:

**SECTION IV: COSTS**

COST FACTOR RULE AND CHARGES APPLIED

------------------------------- Anticipated Costs Per Period -----------------------------

Period 1 Period 2 Period 3 Period 4

*Continued on next page*

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**Example Of A Service Level Agreement Contract,** Continued

**SECTION V: CONTRACT MAINTENANCE**

Terms for Renegotiation

Penalties/Rewards

Service Level Reporting Responsibilities

Service Problem Resolution Responsibilities

*Continued on next page*

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**Example Of A Service Level Agreement Contract,** Continued

**SECTION VI: DPC RESPONSIBILITIES**

DPC will provide IT Service Management to control the services described in this agreement. DPC will appoint a Service Manager who will have responsibility for:

Coordinating DPC activities and responsibilities to address any service issues that may arise.

Interfacing with the customer Service Contact for service issues and requests for service changes.

With the customer Service Contact, administer the Service Change Control Procedure described in this agreement.

Delivering service reports to the customer Service Contact.

Maintain service communications and reviewing any service improvement actions and progress with the customer Service Contact during execution of this agreement on a regular basis.

*Continued on next page*

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**Example Of A Service Level Agreement Contract,** Continued

**SECTION VI: CUSTOMER RESPONSIBILITIES**

This section identifies the customer responsibilities associated with this agreement. DPC’s performance is predicated upon the responsibilities identified below.

Prior to the start of this agreement, customer will designate a person, called the Service Contact to whom all DPC communications will be addressed and who has the authority to act for customer in all aspects of this agreement.

The responsibilities of the Customer Contact include:

Serve as the interface between DPC and all customer departments participating included in the scope of this contract.

With the DPC Service Manager, administer the Service Change Control Procedure as described in Section VII of this agreement.

Attend service status meetings.

Obtain and provide information, data, decisions and approvals, within 3 working days of DPC's request unless DPC and the customer agree to an extended response time.

Resolve deviations from service assumptions which may be caused by customer.

Help resolve service issues and escalate issues within customer’s organization, as necessary.

The following responsibilities by appropriate customer personnel involved in this project are as follows:

*Continued on next page*

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**Example Of A Service Level Agreement Contract,** Continued

**SECTION VII: SERVICE CHANGE CONTROL PROCEDURE**

The following provides a detailed process to follow if a change to this agreement is required:

A Request For Change (RFC) will be the vehicle for communicating change. The RFC must describe the change, the rationale for the change and the effect the change will have on the services.

The designated contact of the requesting party will review the proposed change and determine whether to submit the request to the other party.

The receiving contact will review the proposed change and approve it for further investigation or reject it within three (3) working days. The investigation will determine the effect that the implementation of the RFC will have on service targets, service charges and service assumptions related to this agreement.

*Continued on next page*

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**Example Of A Service Level Agreement Contract,** Continued

**SECTION VIII: SIGNATURES**

We have read the attached contract and terms and hereby forge an agreement according to the conditions stated therein:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Business Unit Representative: | | |  | Date: |
|  |  |  | (signature) |  |
| DPC Representative: | | |  | Date: |
|  |  |  | (signature) |  |
| Other Representative: | | |  | Date: |
|  |  |  | (signature) |  |

We understand that these services may be extended via the Service Change Control Procedure included in Section VII of this agreement.

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