

# Service Level Agreement (SLA)

## 1. What is a Service Level Agreement (SLA)?

- 1.1 A Service Level Agreement (SLA) is a written agreement that states the minimum level or quality of service the user requires to meet their business needs.
- 1.2 A SLA also includes the information or level of cooperation the service requires from its service users in order to provide quality support or assistance.
- 1.3 SLAs will state how service levels and/or quality is measured and monitored and how issues can be put right if things go off track.
- 1.4 Primarily, a SLA will be used to firm up the protocols between internal services.

## 2. Why do I need a SLA?

- 2.1 SLAs help to improve and maintain service level performance which assists the business in meeting its strategic aims and objectives.
- 2.2 They provide the basis for measuring the efficiency and effectiveness of a service and whether it is cost effective. It also helps to monitor demand for a service and can encourage developments in line with the user's needs.
- 2.3 SLAs assist service users in planning the services they require to carry out their work and also clarify expectations of both the service and the user.

# Service Standards

All service requests are assigned a priority rating which is determined by Operational Services staff based on the information received from the requestor and knowledge of the other work at hand.

## Response Time Definitions

As indicated in the following table work priorities are categorized from Critical to Planned and allocated a response and completion time.

Rating	Response	Completion	Definition of Work Request
Critical			
Urgent			
Important			
Routine			
Planned			

Note: Time expressed in calendar days

# Service Level Agreement

\_\_\_\_\_ and \_\_\_\_\_  
Name Title

## Document Information and Approvals

### Data Request

Date Request	Report Required Description	Due Date	Report Prepared For	Additional Analysis Needed

### Escalation Contacts

Name	Role	Phone	Email

### Version History

Version #	Project Role	Revised By	Reason for change

### Document Approvals

Approver Name	Project Role	Signature/Electronic Approval	Date

### Signatures

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Title & Name \_\_\_\_\_ Date \_\_\_\_\_

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