INTERNAL SERVICE LEVEL AGREEMENT  
FOR  
<INFORMATION SYSTEMS SUPPORT>  
BETWEEN  
<NAME OF IS/IT Group>  
AND  
<Business UNit(S)>

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| Revision # | Date | Author | Comment |
| 1.0 | <YYYY-MM-DD> | <Your Name> | Original Document |
|  |  |  | <Revision frequency is determined by the SLA end date. Annual updates are recommended.> |

# Parties and Timeline

This service level agreement is between the service provider:

* <The name of the IS/IT group providing the service>

And the client:

* <The groups (*i.e* department or departments) consuming the service>

It is valid from <Start Date (YYYY-MM-DD)> to <End Date (YYYY-MM-DD) - end date is optional>.

* This service level agreement is effective as of the date of the signatures below. The client and the service provider shall review at least quarterly to determine if any modifications or amendments are needed to reflect the client’s support requirements and service provider’s services.
* The purpose of this service level agreement is to document the service delivery of the service provider to the client.The service provider shall deliver the services set forth in this document.

The primary contact of the service provider for issues concerning this SLA is:

<Contact Name>  
<Job Title>  
<Department>  
<Division>  
<Work Phone Number> / <Mobile Phone Number>

# Service Components

<This section describes the components that will be serviced by the service provider. It is an opportunity for the IS/IT group to set realistic expectations, as well as to establish a baseline performance that can be measured and improved. Do not overpromise on reliability, especially if you do not have the resources and tools to achieve it or if you cannot measure it with such accuracy.

You do not need to list every application here. You could group them into general types of applications, or list some exceptions as well as a catch-all.>

The following table describes the components to which the services in the Service Catalogue may apply. Components include applications, networking components, data stores, etc… Reliability indicates the percentage of uptime that the service provider promises.

|  |  |
| --- | --- |
| Component Name | Reliability |
| **Software** | |
| <Application> | <98%> |
| <Web Site> | <95%> |
| <Email> | <97%> |
| <Databases> |  |
| **Hardware** | |
| <Servers> |  |
| <Desktops> |  |
| <Printers> |  |
| **Infrastructure** | |
| <WAN> |  |
| <LAN> |  |
| <Internet> |  |

# Service Catalogue

<Publishing a service catalogue as part of the SLA is recommended but optional. It could start as 2-3 generic services and continue to be updated as an ongoing project.>

The services in the Service Catalogue are described in the following format.

|  |  |
| --- | --- |
| Description | *Describes the service, major benefits and the target audience for this service* |
| Delivery Scope | *Identifies those eligible to receive the service. If it applies to the entire client, it will be “All”.* |
| Component Scope | *Identify which components the service applies to.* |
| Standard Service Features | *Describes features and functions of the service available to all those within the Delivery Scope.* |
| Non-Standard Options | *Identifies any options that are serviceable but non-standard.* |
| Service Hours | *Identifies timeframes and operating hours for which clients can use the service.* |
| Service Initiation | *Identifies how the service can be obtained.* |
| Service Support | *Identifies how the client can receive help if problems should occur.* |
| Service Resolution | *Defines when the service provider will consider the service request to be resolved. Many services can be resolved in multiple ways.* |
| Costs | *Identifies any one-time or on-going costs, who will incur them and how they will be settled.* |
| Wait Time | *The time the client should expect to wait from the initiation of the service to resolution.* |
| Notes | *Any additional information relevant to the service.* |

The service provider will provide the following services to the client.

## Service Desk Support

|  |  |
| --- | --- |
| Description | Client support provided to contact the service provider and gain access to all services. It acts as a single point of contact between the service provider and clients. Service requests are tracked, monitored and managed to ensure consistent and reliable service. |
| Delivery Scope | All clients |
| Component Scope | All components |
| Standard Service Features | * Client assistance Monday to Friday, 8:00 – 5:00 * Emergency after-hours support is available outside of normal business hours |
| Service Hours | * Available Monday to Friday, 8:00 – 5:00, excepting government holidays |
| Service Initiation | * Local Yellowknife Phone: 1-867- * Toll Free: 1- * Email: @ * Fax: 1- |
| Service Support | Updates on service desk tickets can be obtained by contacting the service desk through the channels listed above. |
| Service Resolution | Services requests through the Service Desk are considered resolved when the ticket issued is closed. |
| Wait Time | Wait time depends on the service requested. |

## <Additional Services>

<Repeat for each service. Consider both routine (automatic, scheduled) and non-routine (upon request) services.>

|  |  |
| --- | --- |
| Description |  |
| Delivery Scope |  |
| Component Scope |  |
| Standard Service Features |  |
| Non-Standard Options |  |
| Service Hours |  |
| Service Initiation |  |
| Service Support |  |
| Service Resolution |  |
| Reliability |  |
| Wait Time |  |
| Costs |  |

# Changes & Review

Changes to this document may be proposed by business or IT representatives; however, no amendments will be made without approval from both parties. This document will be regularly reviewed for currency and effectiveness. The next review date is noted in the document control section of the SLA.

# Signatures

|  |  |
| --- | --- |
| For the service provider:  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | For the client:  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |