

Service Level Agreements

What is a Service Level Agreement?

A Service Level Agreement (or SLA) is the part of a contract which defines exactly what services a service provider will provide and the required level or standard for those services. The SLA is generally part of an outsourcing or managed services agreement, or can be used in facilities management agreements and other agreements for the provision of services. This article is primarily aimed at customers and provides some simple tips for drafting effective SLAs.

What should be included in an SLA?

A properly drafted and well thought out SLA should have the following elements:

- It will state the business objectives to be achieved in the provision of the services.
- It will describe in detail the service deliverables.
- It will define the performance standards the customer expects in the provision of the services by the service provider.
- It will provide an ongoing reporting mechanism for measuring the expected performance standards.
- It will provide a remedial mechanism and compensation regime where performance standards are not achieved, whilst incentivising the service provider to maintain a high level of performance.
- It will provide a mechanism for review and change to the service levels over the course of the contract.
- Ultimately it will give the customer the right to terminate the contract where performance standards fall consistently below an acceptable level.

The main elements of a good SLA

1. Overall objectives

The SLA should set out the overall objectives for the services to be provided. For example, if the purpose of having an external provider is to improve performance, save costs or provide access to skills and/or technologies which cannot be provided internally, then the SLA should say so. This will help the customer craft the service levels in order to meet these objectives and should leave the service provider in no doubt as to what is required and why.

Sample Service Level Agreement Between Departments

Ian Pickup



Sample Service Level Agreement Between Departments:

Best Practice for Security Management United Kingdom. Treasury. Office of Government Commerce,1999 Security Management is the process of managing a defined level of security on information and IT services Included is managing the reaction to security incidents

Performance Improvement in Hospitals and Health Systems James R. Langabeer II, FHIMSS, CMA, Editor,2009

Brink's Modern Internal Auditing Robert R. Moeller,2009-04-15 Today s internal auditor is responsible for creating higher standards of professional conduct and for greater protection against inefficiency misconduct illegal activity and fraud Now completely revised and updated Brink s Modern Internal Auditing Seventh Edition is a comprehensive resource and reference book on the changing world of internal auditing including new coverage of the role of the auditor and internal control An invaluable resource for both the new and seasoned internal auditor the Seventh Edition provides auditors with the body of knowledge needed in order to be effective

Shared Services in Finance and Accounting Tom Olavi Bangemann,2005 Most large companies worldwide today have some kind of shared services concept in place Over half of the medium and large companies are currently engaged in some kind of shared service project activity The investment in shared services is always calculated in millions In other words the costs of getting it right or getting it wrong can be huge Shared Services in Finance and Accounting is a concise blueprint for identifying assessing designing implementing and improving the process for shared services in the finance and accounting function Tom Bangemann focuses on critical success factors the people issues involved and learning from other people s big mistakes The book includes a variety of real life examples and real benchmarking data performance metrics and best practices The section on implementation is based on a proven five phase methodology and explains the steps and activities involved as well as showing examples of the deliverables and the results you can expect Any CEO MD CFO Finance Director and senior finance people will find this book a must have guide to the process before they start and an excellent benchmark against which to measure the performance of any existing shared service operation

The CIO Playbook Nicholas R. Colisto,2012-06-29 As our economy shifts from recession to recovery our current economic climate is ripe for transformation CIOs are in a unique position to leverage technology in order to drive innovation and boost business growth The CIO Playbook is the handy desk reference for CIOs CEOs CFOs and up and coming leaders revealing a dynamic seven step framework Partner Organize Innovate Deliver Support Protect Grow that will guide you in making essential changes to your organization The proven strategies tools and techniques in The CIO Playbook make it the ultimate how to resource for creating a high performance IT organization that delivers value added products and services to employees customers and shareholders Author Nicholas Colisto provides solutions to the issues that concern business leaders and IT practitioners including How to truly partner with business peers Delivering high quality products and services that are embraced by your user community How to ensure your team is focused on the right innovations Measuring performance and running your department like a business Ways to

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Executive's Guide to IT Governance Robert R. Moeller, 2013-02-11 Create strong IT governance processes In the current business climate where a tremendous amount of importance is being given to governance risk and compliance GRC the concept of IT governance is becoming an increasingly strong component Executive s Guide to IT Governance explains IT governance why it is important to general financial and IT managers along with tips for creating a strong governance risk and compliance IT systems process Written by Robert Moeller an authority in auditing and IT governance Practical no nonsense framework for identifying planning delivering and supporting IT services to your business Helps you identify current strengths and weaknesses of your enterprise IT governance processes Explores how to introduce effective IT governance principles with other enterprise GRC initiatives Other titles by Robert Moeller IT Audit Control and Security and Brink s Modern Internal Auditing A Common Body of Knowledge There is strong pressure on corporations to have a good understanding of their IT systems and the controls that need to be in place to avoid such things as fraud and security violations Executive s Guide to IT Governance gives you the tools you need to improve systems processes through IT service management COBIT and ITIL

Service Level Agreements Andrew Hiles, 2000-06-30 Provides guidance on how to create enduring satisfying and profitable relationship between customer and supplier by using service level agreements

The Organizational Measurement Manual David Wealleans, 2017-09-29 The Organizational Measurement Manual is a step by step guide to creating performance measurements at the working level It addresses the procedures for identifying designing monitoring and using measurements and how these might relate to other objectives and initiatives within an organization In so doing it explores the use of general performance measurement as a management tool for the key areas of control customer satisfaction and business improvement The book is clearly differentiated from many other publications on the subject of measurement by the firm distinction made between general strategic measurement that represents an umbrella approach to the quantification of performance and the monitoring of process level attributes that directly relate to the performance of an individual work team The benefits of and best practice approach to the use of process level measurements are clearly explained

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Agreements in Grids Dagstuhl Seminar 2009 The contributions in this volume cover Grid environments but also generic models for SLA management that are applicable to service oriented systems in general like market economic strategies negotiation models or monitoring infrastructures Grids and Service Oriented Architectures for Service Level Agreements is designed for a professional audience composed of researchers and practitioners within the Grid community industry and is also suitable for advanced level students in computer science

Cybersecurity Operations Handbook John Rittinghouse PhD CISM, William M. Hancock PhD CISSP CISM, 2003-10-02 Cybersecurity Operations Handbook is the first book for daily operations teams who install operate and maintain a range of security technologies to protect corporate infrastructure Written by experts in security operations this book provides extensive guidance on almost all aspects of daily operational security asset protection integrity management availability methodology incident response and other issues that operational teams need to know to properly run security products and services in a live environment Provides a master document on Mandatory FCC Best Practices and complete coverage of all critical operational procedures for meeting Homeland Security requirements First book written for daily operations teams Guidance on almost all aspects of daily operational security asset protection integrity management Critical information for compliance with Homeland Security

A Guide to Effective Internal Management System Audits Andrew Nichols, 2014-06-26 A Guide to Effective Internal Management System Audits provides a model for the management and implementation of internal audits that moves beyond simple compliance to ISO requirements and turns the internal audit into a transformational tool that the organization can use to assist with the management of risk and implement improvements to management systems

Implementing Service and Support Management Processes Carrie Higday-Kalmanowitz, 2005-03-11 The purpose of this book is to provide practical process guide for technical support centres It is based on the ITIL processes covered in Service Support ISBN 011330952X and Service Delivery ISBN 0113309503 but also includes additional processes as well as a Balanced Scorecard Service Model Processes covered in the book are Financial and Operations Management Knowledge Management Configuration Management Change Management Release Management Incident Management Problem Management Service Level Management Capacity and Workforce Management Availability Management IT Service Continuity Management and Customer Satisfaction Measurement

Medical Informatics Europe '96 Jytte Brender, 1996 MIE 96 is the main medical informatics and telematics event in 1996 MIE 96 is the place where users meet industry where decision makers are presented with the available informatics and telematics solutions to major challenges in modern medicine and its delivery An awareness is raising within the healthcare sector of the huge potential in applying IT based solutions as means for quality assurance and cost containment

Service Organizations AICPA, 2016-11-07 This updated and improved guide is designed to help CPAs effectively perform service organization control SOC 1 engagements under Statement on Standards for Attestation Engagements SSAE No 16 Reporting on Controls at a Service Organization With the growth in business

specialization outsourcing to service organizations has become increasingly popular increasing the demand for SOC 1SM engagements This guide will help you Gain a deeper understanding of Service Organization Control Guidance and common practice issues giving you the foundational knowledge to effectively perform engagements Provide best in class services related to planning performing and reporting on a service auditor s engagement Successfully complete the transition from SAS No 70 Service Organizations to SSAE No 16 Reporting on Controls at a Service Organization issued in April 2010 Understand the kinds of information auditors of the financial statements of user entities need from a service auditor s report Implement SSAE No 16 requirement regarding obtaining a written assertion from management of a service organization by providing illustrative management assertion for a type 1 and type 2 report Provide management representation letters and control objectives for various types of service organizations In addition this guide contains over 20 illustrative service auditor s reports to help you with situations that may require modification of the report This guide has been fully conformed to reflect changes resulting from the clarified auditing standards

The book delves into Sample Service Level Agreement Between Departments. Sample Service Level Agreement Between Departments is a vital topic that needs to be grasped by everyone, ranging from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Sample Service Level Agreement Between Departments, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:
 - Chapter 1: Introduction to Sample Service Level Agreement Between Departments
 - Chapter 2: Essential Elements of Sample Service Level Agreement Between Departments
 - Chapter 3: Sample Service Level Agreement Between Departments in Everyday Life
 - Chapter 4: Sample Service Level Agreement Between Departments in Specific Contexts
 - Chapter 5: Conclusion
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