

# Service Level Agreement

## Definitions

**Service level agreement (also "SLA", "this SLA")** - this legal document that sets out the terms of an agreement between Company and the Customer, collectively referred to as "parties". This SLA describes the terms and conditions of the scope of technical consulting services and updates for the Licensed Software offered by us to the Customer and mutual obligations of the parties.

**Software provided** - all software provided Ascensio System SLA in accordance with the official website at official website (hereinafter – "Official website").

**Licensed Software** - **Company** software you are entitled to use in accordance with the License Agreement you have signed or accepted by installing the Licensed Software and activating it.

**Customer** - a legal entity or a person possessing an active license for the Licensed Software entitled to receive updates and support services pursuant to this SLA. The Customer shall have access to the service history of all the requests from their employees and shall have the right to extend the Service level available.

**End user** - a person to whom the Customer has granted the right to use the Licensed Software. End user's identification on the Company Helpdesk is based on the corporate e-mail address. When contacting by phone, End user is identified by the information about his place of work received from the End user.

**List of Customer contacts** - a list of the Customer's employees and End users who are entitled to apply for technical support service, whose unique identifier is the e-mail address. The list of contacts is formed and maintained by the Customer's Authorized Person. Otherwise support requests can be accepted from all End users with a corporate e-mail address.

**Account Engineer** - an engineer of Ascensio support team, who is constantly available for the Customer's contacts to resolve the types of requests specified in this SLA, organizing the implementation of a set of measures to prevent incidents with the Licensed Software installed by the Customer.

**Support service** - the scope of technical consulting services provided by us to the Customer for the Licensed Software about the functionality of the Licensed Software, accepting comments about the Licensed Software, accepting suggestions for functionality updates of the Licensed Software, consulting about configuration and maintenance (administration) of the software, stable and smooth operation based on the response time terms in Table 3. Support service does not include software functionality changes.

**Supported capabilities** - supported features and services which are available for the Customer based on the purchased tariff plan.

**Remote access incidents** - Incidents which require or can be solved only by means of remote access to the Customer's infrastructure by Company .

**Service level** - the scope of terms available for the Customer according to the purchased tariff plan for Support service.

**Request** - a message from the Customer about an Incident or information provision made pursuant to this SLA.

# Sample Sla Service Level Agreement

**Great Britain. Office of Government  
Commerce**



## **Sample Sla Service Level Agreement:**

**Service Level Agreements By Andrew Hiles, Hon FBCI, EloSCM** Andrew Hiles, Hon FBCI, EloSCM,2016-06-01 In an ideal business climate all your service level agreements would align perfectly with business goals Your company s vision definitions requirements and performance measurement would be clear But in today s fast paced complex world of outsourcing you could use some help to make that a reality Look no further In A Rothstein Publishing Collection Service Level Agreements four key books by Andrew Hiles combine to help you achieve effective agreements Andrew Hiles draws on decades of experience to guide you in achieving service level agreements SLAs that are not simply legal documents but are strategic business centric tools that can lead to enduring satisfying and profitable relationships between customer and supplier In this four book package you will receive a step by step guide to designing negotiating and implementing SLAs in your organization Service Level Agreements Winning a Competitive Edge for Support Supply Services The Complete Guide to IT Service Level Agreements Aligning IT Service to Business Needs E Business Service Level Agreements Strategies for Service Providers E Commerce and Outsourcing Creating a Customer Focused Help Desk How to Win and Keep Your Customers These books include checklists samples statistics and real world case studies that will help you to Create clearly written SLAs that are unambiguous comprehensive and enforceable Balance service costs against quality for business advantage Provide the level of service that meets the expectations of customers and keeps them loyal Apply quality assurance techniques to the SLA to identify the right quality of service Prevent disputes between customers and suppliers Avoid catastrophic losses and day to day headaches *Service Level Agreements* Andrew Hiles, Hon FBCI, EloSCM,2016-06-01 This book holds the key to creating enduring satisfying and profitable relationships between customer and supplier It shows how both internal and external services and supply can be aligned to meet business vision mission goals critical success factors and key performance indicators The techniques described will help you balance service cost against quality leading to competitive advantage and business success They can be applied to any industry to any supply or support service They have been used by leading companies internationally and they work The Complete Guide to IT Service Level Agreements Andrew Hiles,2002 Covering all aspects of Information Technology Service Level Agreements SLA s this essential manual is a step by step guide to designing negotiating and implementing SLA s into your organization It reviews the disadvantages and advantages gives clear guidance on what types are appropriate how to set up SLA s and to control them An invaluable aid to IT managers data center managers computer services systems and operations managers This unique comprehensive guide is a major update of Andrew Hiles landmark 1991 guide to Service Level Agreements and 2000 Second Edition **Service Level Agreements for Cloud Computing** Philipp Wieder,Joe M. Butler,Wolfgang Theilmann,Ramin Yahyapour,2011-11-06 Service Level Agreements for Cloud Computing provides a unique combination of business driven application scenarios and advanced research in the area of service level agreements for Clouds and service

oriented infrastructures Current state of the art research findings are presented in this book as well as business ready solutions applicable to Cloud infrastructures or ERP Enterprise Resource Planning environments Service Level Agreements for Cloud Computing contributes to the various levels of service level management from the infrastructure over the software to the business layer including horizontal aspects like service monitoring This book provides readers with essential information on how to deploy and manage Cloud infrastructures Case studies are presented at the end of most chapters Service Level Agreements for Cloud Computing is designed as a reference book for high end practitioners working in cloud computing distributed systems and IT services Advanced level students focused on computer science will also find this book valuable as a secondary text book or reference *E-Business Service Level Agreements* Andrew Hiles,2002-06-30 Your customers don't care whether it is you your ISP ASP or other outsourced provider who screws up they just know they can't do business with you when they want to All that matters is that your e business is failing to deliver and that you need to hold someone accountable Meaningful Service Level Agreements SLAs are unambiguous comprehensive and enforceable SLAs commit suppliers to a defined quality of service failure to meet explicit service levels can result in penalties or even legal action Spectacular losses often follow e business outages particularly when SLAs are not in force The biggest hit is not necessarily loss of income or profit but impact on stock values especially when markets are skittish Some losses have exceeded 40 million with stock values falling by 26% This new book offers the keys to effective SLAs with Internet Service Providers ISPs and Application Service Providers ASPs which can go a long way toward averting catastrophic losses as well as day to day headaches *The Complete Guide to IT Service Level Agreements* Andrew Hiles, Hon FBCI, EIoSCM,2016-06-01 Most suppliers lose around 16% of their customers each year The reason Poor service whether perceived or real Any technology based support service whether in house contracted or outsourced stands to be accused of being insensitive to the requirements of its customers or users Equally customers of a support service may have unrealistic expectations of what can be reasonably provided Service Level Agreements SLAs can overcome these gulfs A Service Level Agreement can create harmony between parties and can prevent disputes between customers and suppliers It can justify investment and identify the right quality of service It can mean the difference between business success and failure SLAs are potentially a strategic tool to align all support services particularly IT directly to business mission achievement In the past few organizations used them in this way Armed with this book and the companion SLA FRAMEWORK more and more businesses are now succeeding Where are SLAs going Increasingly business focused Increasingly measured in real time Simple documents that cover complex service infrastructures Providing a competitive edge Embracing penalties The brave who commit to tight SLAs and perform against them will win the commercial spoils This book provides the knowledge and tools based on fifteen years of intensive development to ensure your enterprise is among the winners Integrating Service Level Agreements John K. Lee,Ron Ben-Natan,2002-10-02 Service level agreements SLAs offer service providers a way

to distinguish themselves from their competitors in today's volatile hypercompetitive market. This book offers an innovative approach that takes full advantage of current interface automation and Internet-based distribution and reporting technologies. Addresses business level SLAs not just device level SLAs. Describes a revolutionary approach that combines network management, service management, field service activities, entitlement and rating with workflow automation technologies.

**Grids and Service-Oriented Architectures for Service Level Agreements** Philipp Wieder, Ramin Yahyapour, Wolfgang Ziegler, 2010-08-03. As Grids and service-oriented architectures have evolved to a common infrastructure for providing and consuming services in research and commercial environments, mechanisms are needed to agree on the objectives and the quality of such service provision. There is a clear trend to use electronic contracts between service consumers and one or more service providers in order to achieve the necessary reliability and commitment from all parties. Service Level Agreements (SLAs) are the means to model and manage such contracts in a unified way. Grids and Service-Oriented Architectures for Service Level Agreements, the thirteenth volume of the CoreGRID series, contains current research and up-to-date solutions from research and business communities presented at the IEEE Grid 2009 Workshop on Service Level Agreements in Grids and the Service Level 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.

**CRC Handbook of Modern Telecommunications** Patricia A. Morreale, Kornel Terplan, 2018-09-03. Addressing the most dynamic areas of the ever-changing telecommunications landscape, the second edition of the bestselling CRC Handbook of Modern Telecommunications once again brings together the top minds and industry pioneers in wireless communication networks, protocols, and devices. In addition to new discussions of radio frequency identification (RFID) and wireless sensor networks, including cognitive radio networks, this important reference

systematically addresses network management and administration as well as network organization and governance topics that have evolved since the development of the first edition Extensively updated and expanded this second edition provides new information on Wireless sensor networks RFID Architectures Intelligent Support Systems Service delivery integration with the Internet Information life cycle and service level management Management of emerging technologies Web performance management Business intelligence and analytics The text details the latest in voice communication techniques advanced communication concepts network organization governance traffic management and emerging trends This comprehensive handbook provides telecommunications professionals across all fields with ready access to the knowledge they require and arms them with the understanding of the role that evolving technologies will play in the development of the telecommunications systems of tomorrow

**Guide to e-Science** Xiaoyu Yang,Lizhe Wang,Wei Jie,2011-05-26 This guidebook on e science presents real world examples of practices and applications demonstrating how a range of computational technologies and tools can be employed to build essential infrastructures supporting next generation scientific research Each chapter provides introductory material on core concepts and principles as well as descriptions and discussions of relevant e science methodologies architectures tools systems services and frameworks Features includes contributions from an international selection of preeminent e science experts and practitioners discusses use of mainstream grid computing and peer to peer grid technology for open research and resource sharing in scientific research presents varied methods for data management in data intensive research investigates issues of e infrastructure interoperability security trust and privacy for collaborative research examines workflow technology for the automation of scientific processes describes applications of e science

**The Service Catalog** Mark O'Loughlin,2010-07-13 The Service Catalog means many different things to many different people However most would agree that a catalog that helps customers and users to quickly identify the services they require clearly adds value In turn this helps organizations identify key services that support business processes understand the contribution made by those services and manage them appropriately This well constructed book provides practical advice and information that will help organizations to understand how to design and develop a service catalog and to understand the role that the service catalog performs within the service portfolio Readers will gain practical information and knowledge that will help with understanding the full concept of the service catalog understanding the scope of the service catalog building an appropriate service catalog for your organization identifying the true value that the service catalog can deliver to your organization understanding services and the value that they provide to your organization and customers managing the service catalog In addition a complete service catalog schematic is provided and the service portfolio pyramid which is unique to this book is introduced showing how all the pieces of the puzzle fit together Widely researched and reviewed by some of the world s leading experts this book provides a down to earth and practical resource for not only those who are developing Service Catalogs for the first time but also for those looking to refine their services

according to agreed and established best practice concepts      *Performance Improvement in Hospitals and Health Systems* James R. Langabeer II, FHIMSS, CMA, Editor, 2009      *Service Oriented Computing* Gerti Kappel, Zakaria Maamar, Hamid R. Motahari-Nezhad, 2011-11-19 This book constitutes the refereed proceedings of the 9th International Conference on Service Oriented Computing ICSOC 2011 held in Paphos Cyprus in December 2011 The 54 revised papers presented were carefully reviewed and selected from 184 submissions The papers are organized in topical sections on business process modeling quality of service formal methods XaaS computing service discovery service security and trust service runtime infrastructures and service applications      *Service design* Great Britain. Office of Government Commerce, 2007-05-30 The Service Design phase of the ITIL Service Lifecycle uses business requirements to create services and their supporting practices This volume covers design principles for applications infrastructure processes and resources as well as sourcing models Service managers will also find guidance on the engineering of sound requirements supplier management and design considerations for outsourcing      *Defining IT Success Through The Service Catalog* Bill Fine, Rodrigo Flores, Troy DuMoulin, 2007-02-12 The Service Catalog is a fundamental IT tool covering the services themselves default capabilities measures and primary means of access and provision In short it represents the value IT provides to facilitate business operations Written by industry experts and using real case studies this valuable title takes the reader beyond the theoretical to focus on the real business benefits of Service Catalogs and how to implement them successfully within an organization Services are made standard and rational leading to lower costs and increased service availability Standard service products enable forecasting of demand leading to better volume discounts from vendors and improved inventory and capacity planning Controls over consumption of services are enhanced The fulfillment of IT services is improved with the catalog Standardization of services leads to recurrent workflows rather than relatively expensive one off projects      *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      *SLA: Unleashing the Power of Service Level*

*Agreements* Pasquale De Marco,2025-03-10 In today's fiercely competitive business landscape organizations are increasingly recognizing the importance of service level agreements SLAs as a strategic tool to differentiate themselves and ensure customer satisfaction SLAs provide a framework for defining measuring and managing the quality of service that customers can expect creating a shared understanding between the service provider and the customer This comprehensive guide to SLA management empowers businesses to effectively implement manage and leverage SLAs to achieve service excellence From building a strong SLA foundation to leveraging SLAs for service innovation this book covers all aspects of SLA management providing practical guidance and actionable insights With its focus on real world case studies and expert insights this book equips readers with the knowledge and skills necessary to navigate the complexities of SLA management ensuring that SLAs are not just met but exceeded It explores the latest trends and innovations in SLA management keeping readers at the forefront of this rapidly evolving field Whether you are a service provider looking to enhance your SLA management practices or a customer seeking to ensure that you are receiving the best possible service this book is an invaluable resource With its comprehensive coverage and actionable insights this guide will help you unlock the full potential of SLAs and achieve service excellence Embrace the power of SLAs and transform your business into a leader in customer service This book is your key to unlocking the full potential of SLAs and achieving service excellence Key Features Practical guidance on negotiating and managing SLAs effectively Real world case studies and expert insights Coverage of the latest trends and innovations in SLA management A comprehensive roadmap for achieving service excellence through SLAs If you like this book write a review

**Security Monitoring** Chris Fry,Martin Nystrom,2009-02-09 How well does your enterprise stand up against today's sophisticated security threats In this book security experts from Cisco Systems demonstrate how to detect damaging security incidents on your global network first by teaching you which assets you need to monitor closely and then by helping you develop targeted strategies and pragmatic techniques to protect them Security Monitoring is based on the authors years of experience conducting incident response to keep Cisco's global network secure It offers six steps to improve network monitoring These steps will help you Develop Policies define rules regulations and monitoring criteria Know Your Network build knowledge of your infrastructure with network telemetry Select Your Targets define the subset of infrastructure to be monitored Choose Event Sources identify event types needed to discover policy violations Feed and Tune collect data generate alerts and tune systems using contextual information Maintain Dependable Event Sources prevent critical gaps in collecting and monitoring events Security Monitoring illustrates these steps with detailed examples that will help you learn to select and deploy the best techniques for monitoring your own enterprise network Service-Oriented Computing - ICSOC 2007 Bernd Krämer,2007-09-12 This book constitutes the refereed proceedings of the Fifth International Conference on Service Oriented Computing ICSOC 2007 The 30 revised full papers and 14 short papers are organized in topical sections on service deployment business process design service discovery quality of service support testing and



validation service assembly service properties service modeling SOA composition experience runtime governance and QoS  
and composite service support

## The Enigmatic Realm of **Sample Sla Service Level Agreement**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing lacking extraordinary. Within the captivating pages of **Sample Sla Service Level Agreement** a literary masterpiece penned by a renowned author, readers embark on a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book's core themes, assess its distinct writing style, and delve into its lasting affect the hearts and minds of those that partake in its reading experience.

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web is the container clearly labelled with a live animal label does the container fully comply with iata lar standards name signature received by acceptance agent print name signature if any question is answered with no do not accept the shipment edition 49 january 2023 title lar 49 en press author

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web update to question 21 in the iata live animal acceptance checklist to ensure that the appropriate information pertaining to the administration of sedatives tranquilizers or psychoactive drugs is received at acceptance

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web for all live animals transported on af kl mp flights shipper or his authorised agent must complete and sign the shipper s certification for live animals live products we have specific products for live animals such as cats and dogs ornamental fish horse day old chicks zoo animals cattle hatching eggs and insects

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