

**Service Agreement
For
<Name of Product/Service/Application>**

Between

Shared Services

And

<Customer Department>

<Customer Division>

<Customer Branch>

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1. Purpose of this Document

The purpose of this document is to provide clarity and understanding of the services offered by Shared Services to the customer, for the titled product/application/service. The attached documents (Section 2.4) provide the detail for day to day operations.

This document describes a service agreement between the named parties to undertake recurrent chargeable work.

2. Administration

Product/Service/Application Name	
Application/Service Purpose	<Brief description of function of service/application>
Agreement Period (reviewed as per section 5.1.3)	dd/mmmm/yyyy to dd/mmmm/yyyy

2.1 Customer

Business Owner	<business owner name>
Business Contact	<business product/service/application/ contact name>
Product/Service/Application Administrator or Content Manager	<where applicable the business application administrator>
Vendor's Name 1	<insert vendor's name, if more than One vendor copy this and the following two lines to capture detail, otherwise insert 'N/A'>
Developers Company Name 1	
Developers Name 1	

2.2 Shared Services

Service Team	
Product/Service/Application Owner	
Operations Manager	
Service Level Manager	
Customer Relationship Manager	
Establishment Project Manager	
Establishment PAT Code	Operations PAT Code

2.3 Supported User Sites

CBD Sites	✓
	✓
Regional Sites	✓
	✓

2.4 Attachments

Document	Accepted Final Version
Service Centre User Guide [Link]	
Operations Acceptance Manual [Link]	
Solution Architectural Document [Link]	
Business Requirements Document [Link]	

2.5 Glossary of Terms

Definitions of Acronyms and wording within the Agreement:

Term	Explanation
Availability Target	The target that SHARED SERVICES aims to achieve in maintaining product/Service/Application availability
BCP	Business Continuity Plan
Break Fix	SHARED SERVICES will restore service when resources are next available
Business Hours	07:00 to 19:00 Monday to Friday (excluding public holidays)
CAB	Change Advisory Board
CBD	Central Business District
SHARED SERVICES	Corporate Shared Sservices
Configuration Item	Typically a component of infrastructure, hardware, software, documentation
Data Centre	Managed hosting site for Hardware
Enterprise Infrastructure	Infrastructure that is shared across several business units. Commonly this infrastructure hosts Infrastructure applications
DEV	Development environment
DRP	Disaster Recovery Plan
Infrastructure Application	Identity management, SQL, Websphere, Domino, IIS, Oracle etc
Infrastructure Hardware	This includes all servers, network devices and LAN connections
O/S	Operating System
PAT	Project Activity Timesheet
Platform Support	Standard support and maintenance of a device and its operating system
Regional Site	A working location not within the CBD