

Service Level Package

Template

Consulting Cloud Preview

**Document Change Control**

---

Version	Date of Issue	Author(s)	Description of changes

Consulting Cloud Review

This checklist covers three document types which use identical structures:

- Service Level Agreement (SLA) - an agreement between an IT service provider and a customer
- Operational Level Agreement (OLA) - an agreement between an IT service provider and another part of the same organization, governing the delivery of an infrastructure service
- Underpinning Contract (UC) – a contract between an IT service provider and an external provider of an infrastructure service

As UCs are formal contracts with external suppliers they may contain references to general terms and conditions or an additional first section specifying commercial and legal details.

**The following statements on Service Level Agreements are therefore equally applicable to OLAs and UCs, with one important point to consider: When agreeing an SLA the Service Level Manager acts as a provider of services to the business; he is in the role of a customer in the case of an OLA/ UC.**

The Service Level Agreement extends the service definition from the Service Catalog, defining detailed service level targets, mutual responsibilities, and other requirements specific to a service provided for a certain (group of) customer(s). It focuses on the definition of requirements from a customer viewpoint.

The SLA document evolves from the Service Level Requirements during the Service Design process.

**A Service Level Agreement typically contains the following information (actual contents may vary depending on the type of service):**

Consulting

## Service Level Package Checklist

---

1. Service name
2. Clearance information (with location and date)
3. Service Level Manager
4. Customer
5. Contract duration
6. Start and end dates
7. Rules regarding termination of the agreement
  
8. Description/ desired customer outcome
9. Business justification
  - I. Business processes/ activities on the customer side supported by the service
  - II. Desired outcome in terms of utility (example: "Field staff can access enterprise applications xxx and yyy without being constrained by location or time")
  - III. Desired outcome in terms of warranty (example: "Access is facilitated worldwide in a secure and reliable manner")

Consulting