

Service Level Agreement for  
Application ABC  
Between  
Vendor  
And  
Customer X

Consulting Cloud Preview

# Application ABC Service Level Agreement

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## 1. Platform Provision and Support Services for Application ABC

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This agreement is made between Customer X (the Customer) and the Vendor. The agreement covers Platform Provision and Support Services for Application ABC (the Application) within the Vendor Data Centre and associated customer sites. Minor changes to the agreement may be recorded on the Amendment Sheet; these changes must be endorsed by both parties. This agreement will commence on (insert date) until (insert date), and will be reviewed annually by both parties. The agreement remains valid until superseded by a revised agreement mutually endorsed by the Customer and the VendorC.

## 2. Signatories

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Accepted By:			
Name:		Position:	
Signature:		Date:	
Name:		Position:	
Signature:		Date:	
Authorized By			
Name:		Position:	
Signature:		Date:	
Name:		Position:	
Signature:		Date:	
Name:		Position:	
Signature:		Date:	
Name:		Position:	
Signature:		Date:	

### 3. Inside This Document

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#### 4. Review History

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Version	Date	Review Detail	Reviewed By

Consu

## 5. Application Description

(Insert description of Application ABC including why it is used and who uses it)

### 5.1 The business impact if the system is down during business hours

The Application is of critical priority to the Customer.

- (insert impact description if Application is not working)

The current Severity table used by the Vendor to classify severity and priorities incidents is below.

Severity	Definition
1 – Critical	Impacts a large group of system users (e.g. server failure, Oracle Financials down) Severe incident that has a major business impact (eg. Network failure to a whole site) Where the risk to the services provided to the business is high. There is business financial impact (e.g. Where there a large number of developers are working on a project)
2 – High Impact	Significant portion of a business operation is affected or has the potential to be affected. Partial system and/or critical/core services are down impacting the users ability to operate as normal. Non-business critical service unavailable, failure in core business processing.
3 – Low Impact	Incident has a low to moderate impact on customer or service. Business risk is low. Single end user unable to access a service or function that is not a core function and/or no work around is available.
4 – Service Request	eg new software product on PC; PC install and connection to network Administration request i.e. create or modify single userid, password reset or invalid user id removal

### 5.2 Third party involvement:

- A third party, (insert name of third party), will provide support for this application. Vendor's Security office will need to authorize access to the Customer's network and application via a service request made through the Service Centre.

### 5.3 Support Service Description

Platform Provision and Support Services involves the following:

- Production Application Platform Support: Application migration and basic application support services
- UAT Application Platform Support: Application migration and basic application support services
- Development Application Platform Support: Application migration and limited application support services
- Training Environment
- Management of the supporting infrastructure, data center facility and network and operating system (O/S) security