

Service Level Agreement – Shared Services

For

Application ABC

Between

Shared Services

And

Company X

Consulting Cloud Preview

1. Platform Provision and Support Services for APPLICATION ABC

This agreement is made between Company X (the Customer) and the Shared Service (SS). The agreement covers Platform Provision and Support Services for APPLICATION ABC (the Application) within the SS Data Centre and associated customer sites.

The agreement is to be read in conjunction with the SS Charter that is attached to this document (Appendix A).

Term of Agreement	1st July 20xx to the 31st July 20xx.
Termination of Agreement	Subject to the approval of the Shared Services Board, SS or the Customer may terminate this agreement by giving nine months written notice of intention to terminate.
Summary of services	<p>Platform Provision and Support Services</p> <ul style="list-style-type: none"> • Production Application Platform Support: basic application database support services • Test Application Platform Support: basic application database support services • Management of the supporting infrastructure, data center facility and network and O/S security • Communications management: management of the network links between the SS Data Centers and customer sites (insert sites to be covered by this Agreement) • Security and Virus Control, including: intrusion detections, security violations, virus software and firewall filtering • Backup/Recovery testing (possibly using the test server for database recovery tests) to be included by mid 2007. • Service Desk Management • Disaster Recovery and BC Services
Cost	\$

2. Signatories

Accepted By:

Name:

Signature:

Name:

Signature:

Authorized By

Name:

Signature:

Name:

Signature:

Name:

Signature:

Name:

Signature:

Consulting Cloud

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