

Service Level Agreement between Service Provider and Service Recipient

This Agreement comprises:

Agreement Details

Customer Details

Services Details

Date of Agreement _____ Review Date _____

Service Recipient Approval

Signed _____ Date _____

Service Provider Approval

Signed _____ Date _____

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Consulting Cloud Preview

1. Agreement Details

1.1. Description

This document specifies Service Level Agreement details for the Service Provider and support of Product to be Supported.

The SLA will provide performance indicators and measurements for the Service Recipient and Service Provider groups. All activities will be logged and monitored to achieve the best responses.

This document will help to ensure that the expectations of Service Recipient and Service Provider Staff together with services, are delivered in the accordance with the agreement.

1.2. Scope

To document the agreement between Service Provider and Service Recipient to provide the level of support and services necessary for Service Recipient achieve its business objectives.

The Service Provider Staff will utilize the necessary tools to log, monitor and report on performance.

1.3. Inclusions

The following support activities will be provided by Service Provider:

- [specify inclusions items]
-

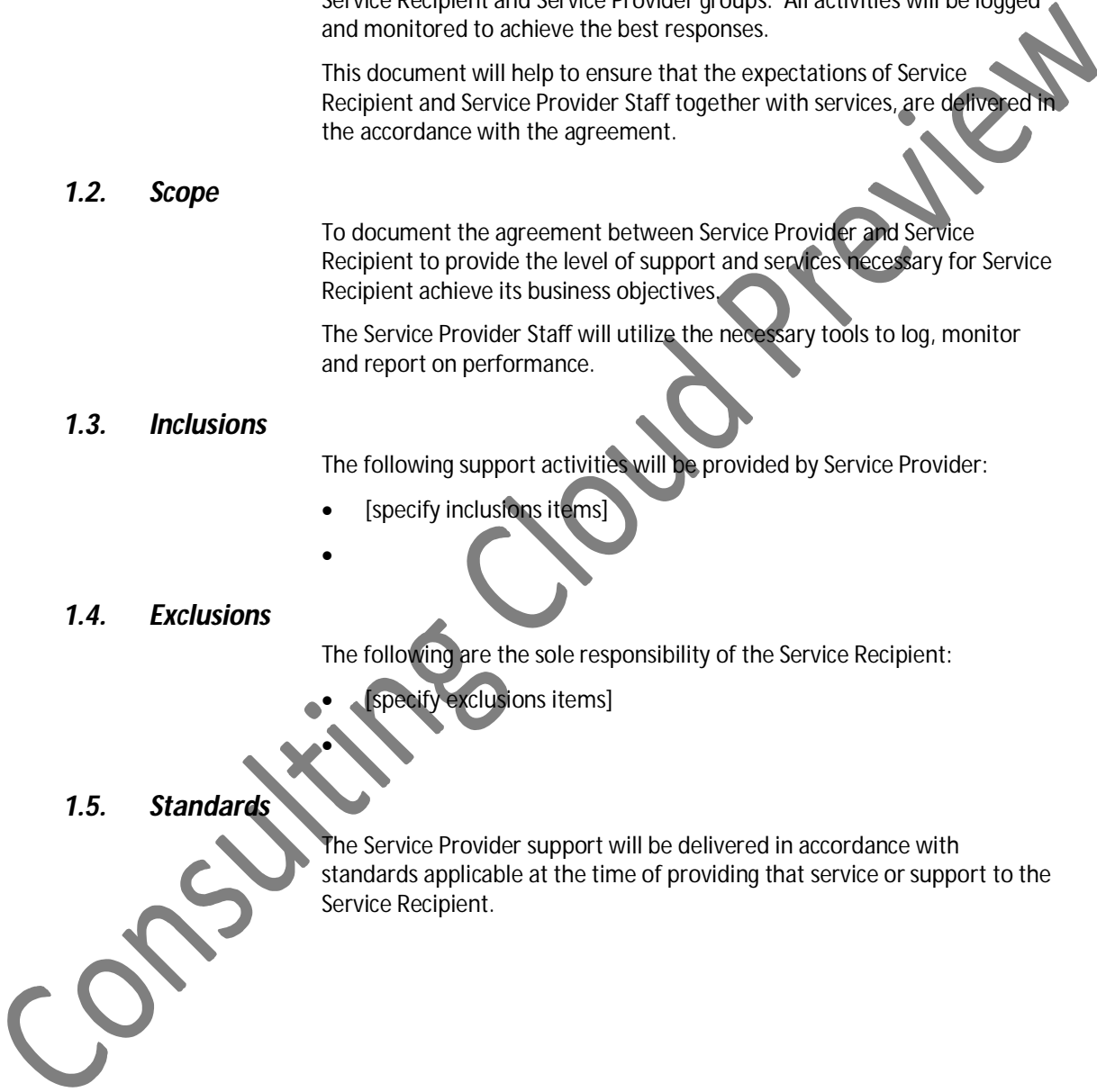
1.4. Exclusions

The following are the sole responsibility of the Service Recipient:

- [specify exclusions items]
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1.5. Standards

The Service Provider support will be delivered in accordance with standards applicable at the time of providing that service or support to the Service Recipient.



1.6. Key Performance Indicators

Achieving Service Levels

This is the measure of all services KPI's to ensure Service Provider achieves the service and technical performance requirements of the Product to be Supported. Should the three monthly weighted Service level score fall below 184 (80% of total possible maximum score), it will constitute a failure to achieve agreed service levels. A management review will then take place to determine appropriate solutions.

Example

[Service Provider]	Key Performance Indicator	Rating	Indicative Weighting	Score
ITT Service				
Server support and Maintenance	Affectively maintain hosting servers to enable the Vehicle Fleet Management System to function to required levels	1 Satisfactorily meets requirements Does not meet requirements 0	30	Max 30
Performance Monitoring and Reporting	Monthly performance reports provided by both the ITT Operations and Lotus Notes unit by the 5 th working day of each month.	2 Satisfactorily meets requirements 1 >=75%, <100% 0 <75%	10	Max 20
Operations Support Service	Service Service level of 95 th percentile over 3 months Service Period Support will be provided between 0800 and 1800 M-F excluding Public Holidays Reliability (outage period) No outage during Service Period. Maximum of 1 un-scheduled outage per month Response time 2 Hours during Service Period	2 As per KPI 1 >95%, <100% 0 <95%	20	Max 40
Backup and Restores	Backups Backups are performed nightly 5 days per week (M-F) Data Restores Data restores are performed within 1D of the request being logged	2 As per KPI 1 >95% <100% 0 <95%	20	Max 40
Server support	Server Shutdown and restart Server shutdown and restarts are performed to predetermined requirements	2 As Per KPI 1 >95% <100% 0 <95%	25	Max 50
Lotus Notes Support	Support for the OSOS application developments and maintenance Respond to Requests within one working day of logging of request	2 As Per KPI 1 >95% <100% 0 <95%	25	Max 50
Three Monthly Possible Score				Max 230