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# Service Level Agreement (SLA) Template

## What is Service Level Agreement (SLA) Template?

A Service Level Agreement (SLA) Template is a structured document that outlines the expectations and responsibilities of service providers and clients regarding service delivery in an enterprise context, often aligning with best practices and frameworks such as TOGAF (The Open Group Architecture Framework). This template typically includes key components such as service descriptions, performance metrics, compliance standards, response and resolution times, and escalation procedures. Utilizing an SLA Template ensures that all stakeholders have a clear understanding of service expectations, helps establish accountability, and facilitates effective communication between the service provider and the client, thus supporting the overarching architectural goals and maintaining alignment with organizational objectives. By adhering to such frameworks, organizations can achieve consistency, enhance service quality, and foster a collaborative partnership.

[template](#)

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### AI Prompt: Service Level Agreement (SLA) Template

Imagine you are a [Project Manager] in the middle of drafting a [Service Level Agreement (SLA) template] for a critical software development project. Your [request] is to create a comprehensive SLA template that clearly outlines [performance standards, service expectations, and responsibilities] to ensure both parties have a shared understanding of deliverables. As examples, you might consider including sections on [response times, uptime guarantees, and support provisions] that are tailored to the specific needs of your stakeholders. To make adjustments, think about how you can customize the template based on the unique characteristics of your client or project, such as [industry regulations or specific business goals]. The final output should be a [professional and polished SLA template] that can be easily modified for future projects, incorporating best practices in [Application Lifecycle Management (ALM)] and aligning with the principles of [TOGAF] architecture. For extra insight, consider adding [case studies or references] that illustrate successful SLAs to inspire confidence and commitment from all involved parties.

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# Service Level Agreement (SLA) Template

## 1. Agreement Overview

This Service Level Agreement (SLA) outlines the expectations and responsibilities between [Service Provider] and [Client] for the delivery of services as part of the Enterprise Architecture initiative.

## 2. Purpose

The purpose of this SLA is to define the service requirements and to establish clear performance metrics that the service provider must meet. It aims to ensure a mutual understanding of service provisions and to facilitate communication between the parties involved.

## 3. Scope of Services

### 3.1 Description of Services

- Service 1: [Description]
- Service 2: [Description]

- Service 3: [Description]

### 3.2 Exclusions

- Services not mentioned in this SLA.
- Any tasks outside the defined scope of services.

## 4. Performance Metrics

The following performance metrics will be monitored to ensure quality of service:

|                                 |   |                    |         |
|---------------------------------|---|--------------------|---------|
| Service Availability (%)        | Percentage of time the service is operational | 99.9%              | Monthly |
| Response Time (hours)           | Time taken to respond to service requests     | < 2 hours          | Monthly |
| Resolution Time (hours)         | Time taken to resolve service issues          | < 4 hours          | Monthly |
| Changes Implemented (per month) | Number of changes delivered                   | Minimum 10 changes | Monthly |

## 5. Service Management

### 5.1 Roles and Responsibilities

- **[Service Provider]**
  - Provide designated services as per the agreement.
  - Monitor performance metrics and report to [Client].
- **[Client]**
  - Provide necessary access and environment for the [Service Provider].
  - Review performance reports and provide feedback.

### 5.2 Incident Management

- Reporting process for incidents.
- Escalation procedures in case of unresolved issues.

## 6. Communication

### 6.1 Meetings

- Monthly review meetings to discuss performance and incidents.
- Ad-hoc meetings as needed to address urgent issues.

### 6.2 Reporting

- Regular performance reports delivered via [channel] on a [frequency] basis.

## 7. Review and Changes

- This SLA will be reviewed on an annual basis or as necessary.
- Any changes to the SLA must be documented and agreed upon by both parties.

## 8. Signatures

This SLA is agreed upon by the parties below:

### [Service Provider]

- Name: \_\_\_\_\_
- Title: \_\_\_\_\_
- Signature: \_\_\_\_ **Date:** \_\_\_\_\_

### [Client]

- Name: \_\_\_\_\_
- Title: \_\_\_\_\_
- Signature: \_\_\_\_ **Date:** \_\_\_\_\_



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