



## Service Level Agreement (SLA) Template

This Service Level Agreement (SLA) is made between [Organization Name] (the "Client") and [Vendor Name] (the "Service Provider") on [Date].

### 1. Purpose

The purpose of this SLA is to define the service levels agreed upon by both parties and to outline the responsibilities of each party in the delivery of services under the outsourcing arrangement.

### 2. Scope of Services

The Service Provider agrees to provide the following services to the Client:

- [List of services to be provided]
- [Additional services, if applicable]

### 3. Service Level Objectives

The following service level objectives are established for the services provided:

Service Description	Performance Metric	Target Level	Measurement Method
[Service 1]	[Metric, e.g., response time]	[Target, e.g., 99% uptime]	[How performance will be measured]
[Service 2]	[Metric]	[Target]	[Measurement method]
[Service 3]	[Metric]	[Target]	[Measurement method]

### 4. Reporting and Monitoring

- The Service Provider will provide performance reports on a [monthly/quarterly] basis.
- Reports will include details on performance against the established metrics, any incidents, and corrective actions taken.

### 5. Responsibilities

**Client Responsibilities:**



- Provide necessary access to facilities, personnel, and systems as required for service delivery.
- Ensure timely feedback and approval of deliverables.

#### **Service Provider Responsibilities:**

- Deliver services in accordance with the agreed service levels.
- Maintain open communication with the Client regarding service performance and any issues.

#### **6. Incident Management**

- The Service Provider will manage incidents according to the following severity levels:
  - **Severity Level 1 (Critical):** [Definition and response time]
  - **Severity Level 2 (Major):** [Definition and response time]
  - **Severity Level 3 (Minor):** [Definition and response time]

#### **7. Escalation Procedures**

In the event of unresolved issues, the following escalation process will be followed:

1. [First point of contact]
2. [Second point of contact]
3. [Third point of contact]

#### **8. Review and Revisions**

- This SLA will be reviewed [annually/semi-annually] and can be revised upon mutual agreement of both parties.

#### **9. Signatures**

By signing below, both parties agree to the terms outlined in this Service Level Agreement.

##### **For the Client:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_



**For the Service Provider:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

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This template serves as a foundational document to establish clear expectations and accountability in outsourcing relationships based on ISO 37500:2014.