

SERVICE LEVEL AGREEMENT

DEFINITION

A Service Level Agreement (SLA) is a formal document outlining a service commitment provided by an IT service provider to one or more customers

OVERVIEW

A service-level agreement is a negotiated agreement between two parties, where one is the customer and the other is the service provider.

This can be a legally binding formal or an informal "contract" (for example, internal department relationships).

It is important to note that the "agreement" relates to the services the customer receives, and not how the service provider delivers that service.

The SLA records a common understanding about services, priorities, responsibilities, guarantees, and warranties.

Each area of service scope should have the "level of service" defined.

The SLA may specify the levels of availability, serviceability, performance, operation, or other attributes of the service, such as billing.

The "level of service" can also be specified as "target" and "minimum," which allows customers to be informed what to expect (the minimum), while providing a measurable (average) target value that shows the level of organisation performance.

In some contracts, penalties may be agreed upon in the case of non-compliance of the SLA (but see "internal" customers below).

CREDITS

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