



SAMPLE SLA TEMPLATE

The following is a generic Service Level Agreement (SLA) template which covers various fields and captures useful data. Not all the data is required.

Note. From 2021 onwards there is a trend growing advocating the move away from SLAs to XLAs. Specifically XLA meaning Experience Level Agreements and Customer Experience Level Agreements. The focus moves away from defining service elements to defining what elements the customer perceives as important to measure their experience using a service. It goes deeper than this, but for now that is the general thrust of XLAs.

Regardless, if you still are using SLAs, then here is a good starting out point.

Sample SLA Template Details

The following table lists the most common content that can, and should be, included in an SLA. The content provided in the following table can be easily incorporated into any organization's own documentation templates.

Description	Details
Cover page	Set headers and footers, page and version control numbering.



Distribution list	Is generally a table. Record of who should be included on the distribution of the SLA. Include as columns: name, role and description of changes.
Document version control	Is generally a table. Record brief of modifications and changes to the SLA. Include as columns: name role and description of change.
Version	Version of the document, for example version 1.21. Use major revision & minor revision numbering. Ensure version numbering is updated after major/minor change.
Authorization details	Is generally a table. Record who should be included as the authorizers of the SLA. The people listed here will be required to authorize the first official version of the SLA and also any major updates. Include as columns: name, role, date each person approved.
Author details	Add the name of the author(s).
Table of contents	Generate a table of contents.
Scope of document	Define the scope of the SLA clearly.
Objectives of document	Define the objectives of the SLA. The objective of the SLA document is to record the details of the service being provided and specifically to record the level of service that will be provided.
Commencement date	Record the date that the SLA comes into effect.
Duration of agreement	Record the term that the SLA will be in effect for and document the end/termination date.

Review date	The SLA should be under document review cycle to ensure that it remains valid. Requirements may change during the lifetime that the SLA is in existence and may need to be updated within the SLA. At the very least it is good practice to review important documentation periodically.
Review cycle	Specify the frequency that the SLA will be reviewed, for example yearly.
Description of service	Document a description of the service. The description may refer to the standard service and any extended service offerings that may exist.
Agreed service hours	Detail the hours that the service will be provided. Include any exceptions, weekends, public holidays, company days, et cetera. Example: the service will be provided and supported during normal service hours. Normal service hours are Monday to Sunday 9.00hrs to 21.00hrs including public holidays.
Service availability & service targets	Detail the agreed availability of the service. As the SLA is for an agreed "business or customer" service, availability must not just be focused on the availability of the IT services.
Priority matrix	Applicable in some instances. Example: In the case of a service desk this would consist of a table that shows priorities based on impact & urgency.
Support details & hours	Include specific details regarding: <ul style="list-style-type: none"> • who supports the service and at what level • hours of support - Note: these should match with the agreed service hours to ensure quality of service. However this is not always the case. Note any exceptions here.



	<ul style="list-style-type: none">• how to contact the relevant support groups. In some cases this is via a SPOC (single point of contact) or service desk.
Maintenance windows	This records an agreed window of time when unplanned or unscheduled interruptions can take place to the service. Maintenance windows should be planned during times where there is little or no demand for the service, for example out of hours and over weekends. Change management can help to establish maintenance windows and enforce their use.
Scheduled maintenance	This should reference any scheduled or planned maintenance around the service as a whole. Specific references may be made to IT systems and services. Example: Once every three months the customer website will be taken offline during non-service hours in order to apply the latest application and security patches. This activity will be under strict change management control.
Service charging	If charging is to be applied to the service it should be stated clearly and in enough detail that avoids any possible misinterpretation at a later date. Details of how and when potential service credits or penalties can and should be applied need to be stated in clear terms.
Exceptions	Note any exceptions that apply to the service.



Performance targets	<p>This section records the agreed targets that will be used to measure the performance of the service. Targets should be focused on demonstrating required outcomes and will generally measure and report outputs. Targets can also be referred to as service level targets or SLT's. In practice, service level targets may, in error, be perceived solely as the actual service level agreement.</p>
Service reporting	<p>Include details about:</p> <ul style="list-style-type: none">• the types of report that will be provided• the schedule for completing and sending reports• how to deal with ad hoc report requests• agreed service report templates may be included in or referenced from an appendix
Escalation management	<p>Detail the procedure for handling escalations. Escalations should be prioritized and dealt with accordingly depending on how serious the escalation is. Include details on how to define the priority of an escalation.</p>
Complaint's procedure	<p>Provide details on the agreed manner for handling complaints in relation to the service. Complaints may require an escalation.</p>
Changes to service	<p>Document the change management procedures, or reference existing procedures, that are to be used to effect any changes to the service that are not considered to be within the normal operating parameters of the service.</p>
Service reviews	<p>Provide details of the review cycle for the actual service (not the SLA document).</p> <p>When - The schedule of when the reviews will take place.</p> <p>Who - The people that are to be involved in the reviews.</p>



	What - Scope of the review. Why - Objectives of the review. How - Roles & responsibilities of people involved.
Sign-off from signatories	Record the signatures of the key people that are required to sign the SLA. Ensure to scan the signatures page and append it to the soft copy of the SLA.
Glossary of terms	Provide an explanation of terms in the document.
Appendices	Include any additional information as required, e.g. service report templates.

Further details are available in my book "[The Service Catalog](#)" which is published by Van Haren Publishing and is available through online bookstores.

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