

Service Legal Agreement

SLA

- SLA is service-level agreement
- It is a commitment between a service provider and a client.
- It is an agreement on services between the service provider and the service user .
- Service like - quality, availability, responsibilities etc.

SLAs features

- It provides specific details and scope of provided services, including priorities, responsibilities and guarantees.
- Informal or legally binding.
- Descriptive tracking and reporting guidelines.
- Detailed problem management procedures
- Detailed fees and expenses.
- Customer duties and responsibilities.
- Disaster recovery procedures.
- Agreement termination clauses.

Components of a Service Level Agreement

- **Service description:**
What does the service provider do?
- **Reliability:**
When should the service be available?
- **Responsiveness:**
How quickly should services be delivered?
- **Reporting procedure:**
How and to whom should problems be reported? What reporting process is used in routine tasks (if any)?

Components of a Service Level Agreement

- **Performance monitoring:**
How will performance be monitored, who will monitor it, and how will it be measured?
- **Penalties for failure to meet obligations:**
What penalties will be implemented if the service provider fails to perform as stipulated?
- **Constraints:**
Under what circumstances will the terms of the service level agreement be waived?

Service Level Agreement Types

- Customer-based service level agreements
- Service-based service level agreements
- Multi-level service level agreements

Service Level Agreement Types

- **Customer-based service level agreements:** T
The service provider and customer formulate an SLA based on the services that will be provided.
For instance, an IT service provider may help your business with its payroll system or billing system. The SLA defines that relationship in detail.
- **Multi-level service level agreements:**
A single SLA can be divided into levels that specify a series of customers using a single service.

Service Level Agreement Types

- **Service-based service level agreements:**

According to this level -all customers working with a service provider receive similar terms i.e same service.

If you have a mobile service provider , it will indicate what services it routinely offers and what additional services are available to its clients as part of the package.