

Service Level Metrics Specification

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Subject: Service Level Metrics Specification

Dear [Recipient Name],

We are pleased to submit the Service Level Metrics Specification for your review and approval. This document outlines the key performance indicators, service level agreements (SLAs), and metrics that will be used to measure the effectiveness and efficiency of our services.

1. Objective

The objective of this specification is to ensure both parties have a clear understanding of the service level expectations.

2. Service Level Objectives

- Availability: [e.g., 99.9% uptime]
- Response Time: [e.g., Average response time of 2 hours]
- Resolution Time: [e.g., 95% of incidents resolved within 24 hours]

3. Measurement Methodology

Metrics will be tracked through [insert tracking tools or methods]. Review meetings will be conducted [insert frequency] to assess performance against these metrics.

4. Reporting

Reports will be generated [insert reporting frequency] and shared with stakeholders.

5. Review and Amendments

This specification will be reviewed annually and amended as necessary.

We look forward to your feedback on this document. Please let us know if you have any questions or require further clarification.

Thank you for your attention to this matter.

Sincerely,

[Your Name]
[Your Job Title]
[Your Company]