

Service Level Agreement (SLA) for Consulting Services

Between: [Client Name]

And: [Consultant Name]

Date: [Date]

1. Purpose

This Service Level Agreement (SLA) outlines the expectations and commitments regarding the consulting services provided by [Consultant Name] to [Client Name].

2. Scope of Services

The following services will be provided by [Consultant Name]:

- Consultation and Advisory Services
- Project Management
- Training and Support

3. Service Level Objectives

The following service level objectives are agreed upon:

- Response Time: [Specify response time]
- Availability: [Specify availability]
- Issue Resolution: [Specify resolution timeframe]

4. Responsibilities

Consultant Responsibilities:

- Provide services as per the agreed scope.
- Communicate effectively with the client.

Client Responsibilities:

- Provide necessary information and resources.
- Make timely decisions and approvals.

5. Performance Monitoring

Performance will be monitored on a [weekly/monthly] basis, and regular reviews will be conducted.

6. Review and Amendments

This SLA will be reviewed and amended as necessary, with mutual agreement from both parties.

7. Signature

By signing below, both parties agree to the terms outlined in this SLA.

Client Signature: _____ **Date:** _____

Consultant Signature: _____ **Date:** _____