

Service Level Agreement

Date: [Insert Date]

Parties Involved

This Service Level Agreement (SLA) is made between:

Provider: [Insert Provider Name]

Client: [Insert Client Name]

Purpose

The purpose of this SLA is to outline the expected level of service provided by the Provider to the Client.

Service Scope

The services covered under this SLA include:

- [Service 1]
- [Service 2]
- [Service 3]

Performance Metrics

The performance of the services will be measured based on the following metrics:

- Response Time: [Insert details]
- Availability: [Insert percentage]
- Resolution Time: [Insert details]

Responsibilities

Provider Responsibilities:

- [Provider Responsibility 1]
- [Provider Responsibility 2]

Client Responsibilities:

- [Client Responsibility 1]

- [Client Responsibility 2]

Review and Amendments

This SLA will be reviewed on a [monthly/quarterly/annual] basis for effectiveness and potential amendments.

Signatures

[Provider Representative Name]

[Title]

[Client Representative Name]

[Title]