

Shared Services Service Level Expectations

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Subject: Service Level Expectations for Shared Services

Dear [Recipient Name],

We are pleased to provide you with the service level expectations for our shared services as we embark on this collaboration. The purpose of this letter is to outline the key performance indicators and commitments that will guide our partnership.

Service Description

[Brief description of the shared services and their purpose]

Service Level Objectives

- **Response Time:** [Insert response time expectation]
- **Resolution Time:** [Insert resolution time expectation]
- **Availability:** [Insert service availability expectation, e.g., 99.9% uptime]
- **Customer Satisfaction:** [Insert customer satisfaction target]

Reporting and Review

We will be monitoring our service delivery and will provide regular reports on our performance against these expectations. A review meeting will be held [monthly/quarterly] to discuss these metrics and any necessary adjustments.

Conclusion

We are committed to delivering exceptional service and look forward to a successful partnership. Should you have any questions regarding these service level expectations, please feel free to reach out.

Best regards,

[Your Name]

[Your Title]

[Your Company]