



Service Level Agreement Template

FACILITIES OPERATIONS

DOCUMENT INFORMATION AND APPROVALS

VERSION HISTORY

<u>Version #</u>	<u>Date</u>	<u>Revised By</u>	<u>Reason for change</u>

DOCUMENT APPROVALS

<u>Approver Name</u>	<u>Project Role</u>	<u>Signature/Electronic Approval</u>	<u>Date</u>

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1.0 SERVICE LEVEL AGREEMENT OVERVIEW

This is a Service Level Agreement (SLA) between *Facilities Operations (Facilities)* and *Business Customer Name*. The purpose of this Service Level Agreement (SLA) is to identify the basic services, and any agreed upon optional services, to be provided by *Facilities* regarding *building and grounds maintenance* for *Business Customer Name*.

This SLA covers the period from *Date* to *Date* and will be reviewed and revised at the end of this period.

Description of Application/Service

Include a brief description of what the service or application does.

2.0 DESCRIPTION OF SERVICES

Services	Description
What services are included in this SLA?	
What services are NOT included in this SLA?	
How will service be delivered?	
What are the hours of operation (regular business hours and after hours support)?	
When will regularly scheduled maintenance be performed?	

3.0 SERVICE PERFORMANCE

3.1 PERFORMANCE METRIC AND SERVICE COMMITMENT

Performance Metric	Service Commitment	Measurement
Customer Relations		
Resource Availability		
Response Time		
Resource Utilization		
Work Prioritization		
Work Quality		

3.2 INCIDENT/PROBLEM MANAGEMENT

Incident/Problem Management					
Severity Level	Description	Response time to begin working issue	Resolution/ Mitigation	Status Updates	Metric/ Measure
Severity 1 Incidents	The entire department’s (or students) ability to perform mission critical business or academic functions is in jeopardy or unavailable (Example: Power is out.)				
Severity 2 Incidents	A department or individual’s ability to perform a mission critical function is in jeopardy or unavailable but a workaround is or can be established within a reasonable time. (Example: Emergency repair for a water leak.)				
Severity 3 Incidents	A department or individual’s ability to perform a job function may be impacted or inconvenienced, but can continue business as normal operations. (Example: Broken door/cracked window)				

4.0 SERVICE COSTS

List any costs for services described in this SLA (if applicable).

Determine what costs should be centrally managed on a year to year basis versus costs that need to be individually billed to the customer. Ensure service, administrative, and materials costs are accounted for. Consider overtime costs, costs of outsourcing, and emergency and/or catastrophic occurrences.

5.0 SERVICE PROVIDER AND CUSTOMER RESPONSIBILITIES

5.1 SERVICE PROVIDER DUTIES AND RESPONSIBILITIES (WHAT YOU ARE ACCOUNTABLE FOR DOING/PROVIDING)

- Duties and responsibilities

- Duties and responsibilities
- Duties and responsibilities

5.2 CUSTOMER DUTIES AND RESPONSIBILITIES (WHAT THE CUSTOMER IS ACCOUNTABLE FOR DOING/PROVIDING)

- Duties and responsibilities
- Duties and responsibilities
- Duties and responsibilities

6.0 PROBLEM MANAGEMENT AND DISASTER RECOVERY

List any problems and how they will be managed; contingency plans. Be specific using a table or flow chart.

6.1 SUPPORT & PROBLEM ESCALATION CONTACT LIST

Support Help Line			
Name	Role	Phone	Email
Support Contacts			
Escalation Contacts			

6.2 FACILITIES RECOVERY PRIORITY

In the event of a disaster, the following recovery priority will be executed. For example, the area/building with the highest priority will be brought back up first.

Application Recovery Priority			
Recovery Priority	Application (Examples)	Hours of Operation	Additional Information

6.3 CHANGE MANAGEMENT PROCESS

Develop and agree to a communication structure with the customer to ensure each party is notified if business needs change.

7.0 PERIODIC REVIEW PROCESS

This SLA is a dynamic document and will be periodically reviewed and changed when the following events occur:

- The environment has changed.
- The customer’s expectations and/or needs have changed.
- Workloads have changed.
- Better metrics, measurement tools and processes have evolved.

This Service Level Agreement will be reviewed at a minimum once per fiscal year. Contents of this document may be amended as required, provided mutual agreement is obtained and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Document Owner:

Review Period:

Previous Review Date:

Next Review Date:

9.0 TERMINATION OF AGREEMENT

All parties will re-evaluate this Agreement at the beginning of every fiscal year end.

9.0 SIGNATURES

_____	_____
Title & Name	Date
<i>Service Provider and Document Owner</i>	

_____	_____
Title & Name	Date
<i>Customer</i>	

_____	_____
Title & Name	Date

_____	_____
Title & Name	Date