

	SERVICE LEVEL AGREEMENT(SLA)	BRASI Sample Forms & Procedures
Version # 20220209	Sample document for use with BRASI training courses	Effective Date: 09 FEB 2022

1. OBJECTIVE

The purpose of this SLA is to define the agreed service level, responsibilities and commitment of the contracting parties to the (description of service).

2. SCOPE

In this section, define the products and/or services that are covered under the SLA.

3. ROLES AND RESPONSIBILITIES

In this section, describe the specific roles and responsibilities of the contracting parties, preferably using a RACI chart outlining the personnel from each side that are Responsible, Accountable, Contacted and Informed for each step of the process.

4. COORDINATION

Describe a process, including the forum, frequency and participants responsible for implementing and tracking the service agreed upon.

5. KEY PERFORMANCE INDICATORS AND METRICS

In this section, define the target metrics, measurement methods and their reporting. Include a process for continuous improvement, Corrective and Preventive Actions and related methods to incorporate productivity improvement.

6. REPORTING AND FOLLOW-UP

In this section, list the reports, frequency, recipients and the review process for monitoring performance, providing and feedback and making decisions.