

Service Level Agreements

SLA Development Process

- 1 Select components to include from the SLA checklist below
- 2 Define key performance indicators (KPIs) to track for each service area
- 3 Consult with key end-users to ensure all needs are met
- 4 Develop terms of agreement and KPI expectation in quantitative, unambiguous terms
- 5 Allow customers to review, negotiate, and revise as necessary

Checklist for Developing an Effective SLA

Required Elements

- | | | |
|--|---|---|
| <input type="checkbox"/> Functions performed | <input type="checkbox"/> KPIs with targets and service expectations | <input type="checkbox"/> Terms for regular services reviews |
| <input type="checkbox"/> Services provided | <input type="checkbox"/> Time defined in business days | <input type="checkbox"/> Service constraints |
| <input type="checkbox"/> Services not provided | <input type="checkbox"/> Defined plan for monitoring KPIs | <input type="checkbox"/> Legal requirements |
| <input type="checkbox"/> Customers served for each area if different | <input type="checkbox"/> Shared services center responsibilities | <input type="checkbox"/> Organizational chart |
| <input type="checkbox"/> How the service is requested/delivered | <input type="checkbox"/> Customer responsibilities | |
| <input type="checkbox"/> Service hours | <input type="checkbox"/> Formal complaint process | |

Optional Elements

- Chargeback mechanisms
- List of optional services
- Exit clauses