

Example NREN SLA Service Terms Template

Document Information

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Introduction

The following pages outline a template for offering simple, clear Service Level Agreements to NREN clients with some supporting examples. It does not cover the processes needed to design, implement and support such SLAs.

SLA Template

Title

This describes the short name of the Service, e.g. Support Service, IP Connectivity Service, Anti-Spam Service.

Meta Information

This describes information about the particular SLA being offered. As a minimum, it should include a date of creation and a version number. It is recommended to be formatted into the header of the document and displayed on every page

Service description.

This describes in formal terms the service the SLA is being offered on and how this is defined

Examples:

- Support Service - Ability to contact the NREN by telephone or e-mail on any issues relating to NREN service and receive response.
- IP Connectivity Service - Ability to successfully to transfer data in both directions between the client institution and defined measurement points on the NREN Backbone.

Indicators.

Conditions determining success or failure of the objective, expressed as concisely and comprehensively as possible

Examples:

- Support Service - 99% of contacts issued a response within 2 working hours during core hours 9.00-17:30, Monday-Friday
- IP Connectivity - 99.9% 24x7 availability per month
- General - RFO reports issued within 5 working days if the indicated figure is not met.

Limitations.

There may be limitations—for example, scheduled maintenance—that may affect the SLA. These limitations should be noted so that the expectation of the service is practical.

Examples:

- Scheduled Maintenance
- Force Majeure
- Events already covered by an alternative SLA

Problem Management

Provide the contact and escalation points for the service and the conditions under which these are triggered e.g. at client request, automatically after a set period of time.

Example:

Contact	Role/Name	Telephone	e-mail
1 st Contact	NREN Service Desk	+xx yyyyyy	example@nren.eu
1 st Escalation (2 hours)	NREN NOC Manager	+xx yyyyyy	example@nren.eu
2 nd Escalation (8 hours)	NREN CTO	+xx yyyyyy	example@nren.eu
3 rd Escalation (24 hours)	NREN CEO	+xx yyyyyy	example@nren.eu

Reporting.

What reports will be run to support the SLA, when, by whom, how will the reports be distributed, and what indicators will be measured?

Reviews.

Define the review period and the process for any informal changes and reviews—for example, who must agree in order for a change to be made to the SLA.

Examples:

- Agreements will be reviewed annually
- Agreement will be reviewed on upgrade of service

Exclusions.

Any variations to the general service that render it inelligible for an SLA or particular part of SLA.

Examples:

- IP Connectivity - Service, or part of service delivered over wireless, satellite or ISDN is ineligible for this Agreement and are subject to Best Effort service.
- Support - Non-production services are excluded from this agreement and are subject to Best Effort service.