

**<PROJECT NAME>**

**Service Level Agreement for <*Service or Application Name*>**

|  |  |  |
| --- | --- | --- |
|  | **Name** | **Department** |
| **Business Service Owner:** |  |  |
| **ITS Service Owner:** |  |  |

**Prepared by:** Author

**PURPOSE OF DOCUMENT**

The objective of the Service Level Agreement is to outline and define the service and service levels and the terms and conditions under which they are to be provided.

**RACI**

|  |  |  |  |
| --- | --- | --- | --- |
| **Responsible** | **Accountable** | **Consult** | **Inform** |
| Project Manager | Project Board & Project Executive | Business Owner, Infrastructure, Applications, Service Management,  FRMs |  |

*GUIDANCE NOTE: This should show who is responsible, accountable, consulted and informed with regard to this document.*

**DOCUMENT CONTROL**

CHANGE CONTROL TABLE

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| Version | Amendment | Description | Release Date | Updated by |
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# Introduction

This document describes the Service Level Agreement between QMUL IT Services and >Insert department/school/faculty here< in respect of the service or application named on the cover page. The agreement is based on the following two standard documents.

* ITS Service Offerings Description Document [[1]](#endnote-1)
* ITS Service Level Agreement - General SLA for Applications [[2]](#endnote-2)

and highlights any agreed variations from the standards described in those documents.

This agreement remains valid from the approval date until superseded by a revised agreement.

Changes to this agreement can be requested by either party and must be signed-off by the approvers above or as agreed by the Faculty Relationship Manager (FRM ).

Minor changes may be recorded on the document at the end of the agreement, providing that they are mutually endorsed by both parties and managed through the change process.

Any changes to underlying infrastructure or services to support the SLA change will be subject to standard ITS Change Management and Release Management processes.

# Executive Summary

*Guidance Note: Give an executive summary of the service - not more than a few paragraphs.*

### Service Classification

*Guidance Note: State the Service Classification as defined in the approved Service Design Document (SDD) for this service (or see Appendix 1).*

|  |
| --- |
| This Service is Classified as: |
| *Gold / Silver / Bronze* |

#### S**ervic**e Classification Variations

*Guidance Note: List any agreed variations to be applied to the Service Classification specified above (normally ‘None’).*

### Service Offering

*Guidance Note: State the Service Offering as defined in the approved Service Design Document (SDD) for this service (or see Appendix 1).*

|  |
| --- |
| The Service Offering for this Service is: |
| *Fully Managed / IaaS / PaaS / SaaS* |

#### Service Offering Variations

*Guidance Note: List any agreed variations to be applied to the Service Offering specified above (normally ‘None’).*

### Backup Requirements

*Guidance Note: The service Backup Requirements are defined in the Service Design Document for the service. Select as appropriate from the table below.*

|  |
| --- |
| The Backup Requirement for this Service is: |
| *Business Standard / Business Custom / No Backup* |

Backup and data security strategies are as described in *TSM Backup and Restore Strategy and Overview* [[3]](#endnote-3)*.* The backups are in line with the *QMUL Records Retention Schedule* [[4]](#endnote-4)

#### Backup Requirements Variations

*Guidance Note: List any agreed variations to be applied to the Backup Requirements specified above (normally ‘None’).*

# Primary Contacts and Escalation

Primary contacts and escalation procedure for raising any issues are as described at:

<http://www.its.qmul.ac.uk/support/helpdesk/escalation/150304.html>

# Support Model and Responsibilities

*Guidance Note: Insert the appropriate Service Offering table from the current version of* ‘IT Service Offerings Description Document1’

*For example, for a Fully Managed service insert the following table:*

|  |  |
| --- | --- |
| *Scope* | *Support / Owner* |
| *Data* | *Schools will manage the content their own data* |
| *Application* | *Application on Servers will be managed by ITS Application team, application support for End Users will be managed by ITS.* |
| *Middleware* | *Will be managed by ITS* |
| *Data Backup* | *Will be managed by ITS* |
| *Operating System* | *Will be managed by ITS* |
| *Virtualisation* | *Will be managed by ITS* |
| *Servers* | *Will be managed by ITS* |
| *Storage* | *Will be managed by ITS* |
| *Networking* | *Will be managed by ITS* |
| *Help Desk Support* | *Will be managed by ITS* |
| *Data Repository* | *Will be managed by ITS* |
| *Data Integration* | *ITS or 3rd Party Support Partner* |
| *System Admin Access*  *Applies to OS, Database, application and other privileged access to fully support the application and environment* | *ITS and-or ITS approved Agents only. Approved ITS Agents will be defined in the SDD and are expected to follow ITS policies, and procedures. Failure to do so may result in removal of the privileged access.*  *N.B. Agents can only be approved by the accountable service owner (i.e. Servers and Storage for OS, ITS Database Team for Db Sysadmin etc.)* |
| *Change Control* | *All changes made by ITS will follow the IT Change Management process and require appropriate change approval* |
| *Budget Responsibilities* | *ITS will provide the budget for annual maintenance, support and hardware refresh. PAR bids may be required for consultancy for major changes, upgrades, capacity increases and migration to another platform(s) or other applications.* |

### Support Model Variations

*Guidance Note: List any agreed variations to be applied to the Support Model and Responsibilities specified above (normally ‘None’).*

# Service Specification

The standard service environment, technologies and configuration, including backup, data security and recovery arrangements and SLAs are specified in the reference documents:

*IT Service Offerings Description Document* 1   
and   
*ITS Service Level Agreement - General SLA for Applications* 2*.*

All technologies are subject to change and ITS reserves the right to change them. Any change to the technologies will be subject to the appropriate change control process.

### Service Specification Variations

*Guidance Note: List any agreed variations to be applied to the standard service environment (normally ‘None’).*

# Data Policy and Customer Obligations

*Guidance Note: specify the Business Service Owner or Senior User, as in the SDD for this service.*

Specify the Business Service Owner as required for this section of the *ITS Service Level Agreement - General SLA for Applications* 2

# Customer Competencies and Obligations

The Business Service Owner is expected to meet the obligations of this section of the *ITS Service Level Agreement - General SLA for Applications* 2

### Customer Competencies and Obligations Variations

*Guidance Note: Describe any agreed additional duties, expertise or competencies to be supplied by IT Services (normally ‘None’).*

# Service Response and Resolution Targets

A table of target response and resolution times showing how priorities will be determined for incidents (relating to a faulty service) and Service Requests (relating to accessing new or modified services) is available at:

<http://www.its.qmul.ac.uk/support/helpdesk/serviceleveltargets/>

# Service Maintenance and Change Freezes

All changes to the service will adhere to the QMUL ITS *Change Management Policy and Process* [[5]](#endnote-5) and be approved by the ITS Change Advisory Board (CAB). This includes changes to integrated systems and plug-ins.

### Service Specific Maintenance Windows

ITS may withdraw the service to perform maintenance activities between:

*>define the maintenance window, the outage notice period, the communications method/s and medium/s and any exceptions for example which may relate to a 3rd party supplier here<.*

For scheduled changes a minimum of 5 business days will be given and for an emergency change as much notice as possible will be given. By their nature it is not possible to provide warning of unscheduled outages.

### Change Freeze Requirements

ITS implements application and infrastructure change freeze periods during business critical times of the year. These are detailed at:

<http://www.its.qmul.ac.uk/support/freeze/145779.html>

Additional change freezes will be implemented for this service during the following periods:

*>define the agreed freeze period specific to this service<.*

# Service Performance Reports and Reviews

*Guidance Note: Give details of agreed periodic Service Review arrangements.*

# Termination

IT Services retains the right to terminate this agreement without reason and without notice if the customer is in breach of any of the Data Protection, Intellectual Property or Security Policies mentioned above or any in any document referenced in this document, and for any other reason if deemed so by a member of the IT Services Lead Team or Head of Service.

The customer may also terminate this agreement in writing by notifying the Faculty Relationship Manager, after which, IT Services may decommission the service at its discretion.

# Appendix 1 - Service Level Definitions

# Service Level Classification

Service Level Classification is based on the impact that service unavailability would have on the college’s operations. Broad definitions of the three levels are:

* **Gold**: Any business service which is deemed critical for the University and its reputation.

Disruption or any loss of data associated with this could cause major impact or have legal implications for the University, external customers and stakeholders. The application or service is used by large numbers of staff, students and/or external users. It is necessary for the service to operate outside of normal working hours.

* **Silver**: Any business service whose loss would cause significant disruption but not critically impact the University’s external customers and stakeholders. Disruption or loss of data associated with this service would cause significant impact to internal University users. The application or service is used by significant numbers of staff, students and/or some external users. The service is generally required outside of normal working hours.
* **Bronze**: Any business service whose loss would cause some internal University users inconvenience but not cause immediate or significant disruption. he application or service is used by small numbers of external customers or stakeholders but the access is infrequent and loss of the service would not have a significant impact. There are not likely to be significant impacts associated with the loss or unavailability of data associated with this service. The service may be available, but is not normally expected to be accessed outside of normal working hours

A full description of Service Level Classifications can be viewed at:  
<https://www.its.qmul.ac.uk/services/service-catalogue-items/gold-silver-bronze/>

# Service Offering

Service Offerings are described in *IT Service Offerings Description* 1

# Appendix 2 - Glossary

*Guidance Note: Add any service-specific terms required for clarity.*

The following terms may be used in discussions on this Service Level Agreement

|  |  |
| --- | --- |
| Acronym/Definition | Meaning |
| Application Owner | The individual or group responsible for ensuring that the [application](http://itlaw.wikia.com/wiki/Application) accomplishes the specified objectives or set of requirements established for that [application](http://itlaw.wikia.com/wiki/Application). |
| Change | The addition, modification or removal of anything that could have an effect on IT services. |
| FRM | Faculty Relationship Manager - responsible for maintaining the relationship between ITS and one or more Faculties; also acts as the Service Level Manager. |
| Incident Management | The process for managing the lifecycle of all incidents. Incident management ensures that normal service operation is restored as quickly as possible and business impact is minimized. |
| ITS | Information Technology Services |
| Problem Management | The process for managing the lifecycle of all problems. Problem management proactively prevents incidents from occurring and minimizes the impact of incidents that cannot be prevented. |
| Service Owner | A role responsible for managing a service throughout its lifecycle. Service owners are instrumental in the development of service strategy and are responsible for the content of the service portfolio. The IT Service Owner is the role primarily responsible for delivery of the service. The Business Service Owner is the role primary user of the service. |
| Service Provider | A role responsible for supplying services to one or more internal or external customers.  An application service provider (often abbreviated as an ASP) is “a third-party that manages and distributes software-based services and solutions to customers across a wide area network (e.g., the Internet) from a central data centre”. |
| Service Request | A formal request for a service, utility, hardware or software; for example, a request for information or advice; a password reset; or to install a workstation. Service requests are managed by the request fulfillment process. Service requests may be linked to a request for change as part of fulfilling the request. |
| SLA | Service Level Agreement |
| SDD | Service Design Document - a detailed description of both the technical design and support arrangements of the service. |
| Response Time | The time between an incident report or service request being recorded and a non-automated response advising that the issue is being dealt with. |
| Resolution Time | The time between an incident report or service request being recorded and when that issue is resolved. |

# Appendix 3 - Documents Referenced

1. ITS Service Offerings Description Document - available from <http://www.its.qmul.ac.uk/governance/policies/>  
    [↑](#endnote-ref-1)
2. ITS Service Level Agreement - General SLA for Applications - available from <http://www.its.qmul.ac.uk/governance/policies/>  
    [↑](#endnote-ref-2)
3. *TSM Backup and Restore Strategy and Overview* - available from: <http://www.its.qmul.ac.uk/governance/policies/>  
    [↑](#endnote-ref-3)
4. QMUL Records Retention Schedule - available from:

   [http://www.arcs.qmul.ac.uk/information\_governance/records\_management/records\_retention\_schedule.html](http://www.arcs.qmul.ac.uk/information_governance/records_management/records_retention%20_schedule.html)  
    [↑](#endnote-ref-4)
5. *Change Management Policy and Process* - available from: <http://www.its.qmul.ac.uk/governance/servicemanagement> [↑](#endnote-ref-5)