Service Level Agreement (SLA)

Sample Template

Version X.0

(insert date)

(Insert language specifying the appropriate use and distribution of the document.)

Document Revision History

Date	Author	Revision	Description

Approvals

Date	Name	Title	Embedded signature/email

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Table of Contents

1 Scope

(insert information describing the scope of the document)

1.1   Audience

(insert information describing the appropriate audience for the document)

1.2   Purpose

(insert information describing the purpose of the document)

1.3   Assumptions

(insert information describing the assumptions associated with the document)

1.4   Contacts

(insert information describing the contacts associated with the document). See Appendix A for additional contact details.

2 Service Details

2.1   File Formats

(insert information describing the file formats required by the document)

2.2   File Delivery Expectations

(<Application> agrees to meet the delivery standards listed here)

File Type	Expected Frequency/Minimum Frequency	Arrives at Company X no later than:	Transport Method (FTP/ Manual File Drop)

2.3   Escalation Actions

(insert information describing the escalation actions required by this document)

2.4   <Application> Escalation Resources

(insert information describing the escalation resources required by this document)

2.5   Service Hours for Problem Resolution

(insert information describing the service hours available to resolve problems)

2.6   <Application> File Development

(insert information describing the file development process required by this document)

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Appendix A.   Contact Information

Name	Role	Office Phone	Mobile Phone

Appendix B.   Definitions

Term	Acronym	Definition