Service Level Agreement (SLA)

for *XXXXX*

by

MSLA International

Effective Date: MM-DD-2018

Document Owner:	MSLA International

Version

Version	**Date**	**Description**	**Author**
5.0	MM-DD-2018	Service Level Agreement	Hugo Flores

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	**Role**	**Signed**	**Approval Date**
MSLA International	Service Provider		MM-DD-2018
Client			

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *MSLA International*. and Client for the provisioning of IT services required to support and sustain the DATABASE LICENSE AGREEMENT & API DEVELOPMENT.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Client by MSLA International.

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between MSLA International and Client.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to Client.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

IT Service Provider(s): MSLA International. ("Provider")
IT Client(s): Client ("Customer")

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

> **Business Relationship Manager:** Luis Ríos Pastrana
> **Review Period:** Bi-Yearly (6 months)
> **Previous Review Date:** MM-DD-2018
> **Next Review Date:** MM-DD-2018

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance (extra costs apply)
- Monthly system health check

5.2. Costumer Requirements

Costumer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of Client representative(s) when resolving a service related incident or request.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Client for all scheduled maintenance.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels.

The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support : 9:00 A.M. to 5:00 P.M. Monday – Friday (Lima time)
    - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call.

- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday (Lima time)

   ○ Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

- Onsite assistance guaranteed within 72 hours during the business week

6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by Client within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.