

# ITIL SERVICE LEVEL AGREEMENT / OPERATIONAL LEVEL AGREEMENT

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## INTRODUCTION

## SERVICE NAME

## SERVICE CONTRACT EFFECTIVE DATES

## PURPOSE

What will be provided and how will it benefit customers?

## SCOPE

Include services covered and exclusions.

## RESPONSIBILITIES

Who is responsible and how problems are managed.

## CRITICALITY

Include all assets dependent on this service and the business impact that may be caused by interruption.

**OBJECTIVES** What should the customer expect of the service – hours, availability?

**RESPONSE** Include response and prioritization commitment.

SEVERITY	RESPONSE TIME

**COMMUNICATION**

**MEASUREMENTS** How will the IT service desk measure success?

## **DISCLAIMER**

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