IT Infrastructure Monitoring SLA Document

1. Introduction

This Service Level Agreement (SLA) outlines the terms, scope, and performance metrics for monitoring of IT infrastructure between the Service Provider and the Client.

2. Scope of Services

- Server and network monitoring
- Performance and health checks
- Alerting and incident notification
- Reporting and analytics

3. Service Availability

Monitoring services will be provided 24x7x365 unless otherwise specified.

4. Performance Metrics

Metric	Target
Monitoring Uptime	99.9% per month
Incident Response Time	< 15 minutes
Issue Resolution Time	< 4 hours (Critical), < 24 hours (Non-critical)

5. Roles and Responsibilities

Party	Responsibilities
Service Provider	- Continuous monitoring - Timely incident escalation - Reporting and feedback
Client	- Provide access to relevant systems - Notify about planned changes/outages

6. Incident Management

All incidents will be classified as Critical, Major, or Minor, and handled according to the agreed response and resolution times.

7. Reporting

Monthly service reports will include the following:

- Uptime statistics
- Incident summary
- Resolution times
- Recommendations

8. Review and Revision

This SLA will be reviewed annually or upon request from either party to ensure it remains up-to-date.

9. Acknowledgement

By signing below, both parties agree to the terms of this SLA.

Service Provider	Client
Date:	Date: