

# IT Security and Compliance SLA Document

Effective Date: \_\_\_\_\_

Document Version: 1.0

Prepared by: \_\_\_\_\_

## 1. Overview

This Service Level Agreement (SLA) outlines the IT security and compliance service parameters, roles, responsibilities, and obligations between **[Provider]** and **[Client]**.

## 2. Scope of Services

- Information Security Management
- Network and Endpoint Protection
- Access Control and Identity Management
- Compliance Auditing and Reporting
- Incident Response and Management
- Security Awareness Training

## 3. Roles and Responsibilities

Provider	Client
Provide security monitoring and alerts	Report suspicious activity promptly
Maintain compliance records	Participate in periodic audits
Implement security updates	Apply updates on client-managed devices

## 4. Service Availability and Response Times

Service	Availability	Incident Response Time
Security Monitoring	24/7	Within 2 hours
Compliance Support	Mon-Fri 8am-6pm	Within 1 business day
Incident Management	24/7	Immediate

## 5. Security Controls and Compliance Standards

- Adherence to **[Applicable Regulations]** (e.g., GDPR, HIPAA)
- Annual security risk assessments
- Continuous vulnerability management

## 6. Reporting and Audit

- Quarterly compliance reports
- Records retention period: **[X] years**
- Scheduled and ad hoc audits

## 7. Review and Amendments

This SLA is reviewed annually or upon significant changes in business or regulatory requirements.  
Amendments require mutual written consent.

## 8. Signatures

Name	Title	Signature	Date
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[Provider Representative]			
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[Client Representative]			
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