

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 |
|---------------------------|-------|-----------|------|
| [Provider Representative] | | | |
| [Client Representative] | | | |