

Security Monitoring Services Level Agreement (SLA)

Example

1. Purpose

This Service Level Agreement ("SLA") outlines the security monitoring services to be provided, performance targets, and mutual responsibilities between the Provider and the Client.

2. Service Scope

- 24/7 Security Incident Monitoring
- Automated Threat Detection
- Alert Notification & Escalation
- Monthly Reporting
- Proactive Threat Intelligence Feeds

3. Service Availability

Service Component	Availability Target
Monitoring Platform	99.9% uptime per month
Incident Alerting System	99.9% uptime per month

4. Incident Response Times

Priority Level	Example	Initial Response Time	Resolution Target
Critical	Active security breach	15 minutes	2 hours
High	Confirmed malware detected	1 hour	4 hours
Medium	Suspicious activity	4 hours	24 hours
Low	Informational alert	12 hours	48 hours

5. Client Responsibilities

- Provide up-to-date contact & escalation details
- Ensure monitoring agents remain active on all endpoints
- Promptly follow up on escalated security incidents

6. Exclusions

- Incidents caused by unauthorized changes to systems by the Client
- Force majeure events
- Third-party application vulnerabilities outside Provider's control

7. Performance Review & Reporting

The Provider will deliver a monthly SLA performance report and schedule quarterly review meetings with the Client to discuss improvements and address issues.

8. Agreement & Signatures

Provider Representative Name & Signature:	
Date:	
Client Representative Name & Signature:	
Date:	