

Proactive Monitoring Service Service Level Agreement (SLA) Template

1. Agreement Overview

This Service Level Agreement (â€œSLAâ€) defines the levels of service to be provided in relation to the Proactive Monitoring Service between:

Provider	[Provider Name]
Client	[Client Name]
Effective Date	[Start Date]

2. Service Scope

- 24x7 system and application monitoring
- Real-time alerts for predefined events and thresholds
- Incident logging and escalation
- Periodic reporting (frequency as agreed)

3. Service Level Targets

Metric	Target
Monitoring Uptime	[99.9% per month]
Alert Response Time	[Within 15 minutes]
Incident Resolution Time	[As per incident priority]

4. Roles and Responsibilities

- **Provider Responsibilities:**
 - Monitor systems continuously
 - Respond to alerts and incidents as per SLA targets
 - Provide regular reports to client
- **Client Responsibilities:**
 - Provide access to necessary systems
 - Maintain up-to-date contact information
 - Cooperate in incident resolution

5. Measurement and Reporting

- Reports will be provided [weekly/monthly] summarizing performance against SLA targets.
- Meetings may be scheduled to review SLA performance as required.

6. Review and Changes

This SLA will be reviewed [annually/quarterly] and may be amended by mutual agreement.

7. Signatures

Provider Representative

Name:
Date:

Client Representative

Name:
Date: