

# Proactive Monitoring Service

## Service Level Agreement (SLA) Template

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### 1. Agreement Overview

This Service Level Agreement (‘‘SLA’’) 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]    |

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### 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)
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### 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] |

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### 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
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### 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.
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### 6. Review and Changes

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

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## 7. Signatures

**Provider Representative**

**Client Representative**

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Name:  
Date:

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Name:  
Date:

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