

IT Change Management SLA Example

1. Purpose

This Service Level Agreement (SLA) defines the standard processes, responsibilities, and target response times for managing IT changes within the organization.

2. Scope

This SLA applies to all IT changes including standard, emergency, and major changes affecting production systems and services.

3. Change Categories

Category	Description
Standard Change	Low risk, pre-authorized, and well-documented change.
Normal Change	A non-emergency change requiring assessment and authorization.
Emergency Change	Change required to resolve a major incident or restore service urgently.

4. SLA Targets

Change Type	Initial Response	Assessment & Approval	Implementation
Standard	Within 4 hours	Within 1 business day	As per change schedule
Normal	Within 2 hours	Within 2 business days	Within 7 days of approval
Emergency	Immediate	Within 1 hour	As soon as possible

5. Roles & Responsibilities

- Change Requester:** Submits change requests with necessary details.
- Change Manager:** Reviews, assesses, and coordinates changes.
- Approver/CAB:** Authorizes or rejects changes.
- Implementer:** Executes the approved change per plan.

6. Exclusions

This SLA excludes changes that are out of IT control, changes performed by third-party vendors without prior notification, and force majeure events.

7. Review & Reporting

SLA compliance is reviewed monthly. Reports will be shared with key stakeholders for transparency and improvement actions as required.

