

# 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.

