

IT Network Monitoring Service Level Agreement (SLA)

Document Version: 1.0

Effective Date: [DD/MM/YYYY]

Prepared by: [Your Company Name]

1. Purpose

This Service Level Agreement (SLA) defines the levels of service expected between [Your Company Name] ("Service Provider") and [Client Name] ("Client") for IT Network Monitoring services.

2. Scope of Services

- 24/7 real-time network device and link monitoring
- Incident detection and alerting
- Performance and availability reporting
- Monthly service review and reporting

3. Service Targets

Service Component	Target Level
Network Availability Monitoring	24/7/365
Incident Detection Time	< 5 minutes
Incident Notification Time	< 10 minutes
Monthly Uptime	≥ 99.9%

4. Incident Response & Escalation

- Critical (P1):** Response within 15 minutes, resolution within 4 hours
- Major (P2):** Response within 30 minutes, resolution within 8 hours
- Minor (P3):** Response within 2 hours, resolution within 48 hours

Escalation steps and contacts are detailed in Appendix A (to be provided).

5. Service Performance & Reporting

- Monthly uptime and performance reports delivered within 5 business days of month end
- Quarterly SLA review meetings

6. Client Responsibilities

- Provide necessary access credentials and documentation
- Notify Service Provider of planned network changes
- Maintain up-to-date contact information for incident notification

7. Exclusions

- Outages caused by force majeure events
- Planned maintenance (with advance notice)
- Incidents outside of monitoring scope

8. Review and Amendments

This SLA will be reviewed yearly or upon request by either party. Amendments require mutual agreement in writing.

9. Signatures

Name	Title	Signature	Date
[Service Provider Representative]			
[Client Representative]			