

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 |
|-----------------------------------|-------|-----------|------|
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| [Service Provider Representative] | | | |
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| [Client Representative] | | | |
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