

SERVICE LEVEL REQUIREMENTS

SLA Customer: _____ Date: _____

SLA Category: Technical Support" Service Level

Service Description:

--

Performance Requirements:

a. Response Time :
b. Availability :
c. Other :
d. Estimated Costs :

Performance Capabilities

a. Response Time :
b. Availability :
c. Other :
d. Estimated Costs :

How will any "requirements/capabilities" gap be eliminated or minimized?

--