Operations Service Level Agreement (SLA)

This Operations Service Level Agreement ("Agreement") is entered into on [Effective Date] between [Your Company Name], located at [Your Company Address], contactable via [Your Company Number] and [Your Company Email] ("Service Provider"), and [Client Name], located at [Client Address], contactable via [Client Number] and [Client Email] ("Client").

I. Objective

The objective of this Agreement is to define the terms and conditions under which the Service Provider will provide operations services to the Client. This Agreement aims to ensure clear communication, mutual understanding, and accountability between the parties involved in delivering and receiving operations services.

II. Services Provided

The Service Provider agrees to provide the following operations services to the Client: IT infrastructure maintenance and support, encompassing regular system updates, troubleshooting, and optimization; Network monitoring and management, including real-time monitoring of network performance, detection of anomalies, and proactive resolution of issues; Server administration and optimization, involving the management of server resources, performance tuning, and capacity planning; Backup and disaster recovery management, ensuring the regular backup of critical data and the implementation of robust disaster recovery protocols; Security patch management, comprising the timely application of security patches and updates to safeguard the Client's infrastructure against potential vulnerabilities.

III. Service Levels

The Service Provider agrees to maintain the following service levels: Network uptime: [99.9%] availability, ensuring minimal disruption to the Client's operations and maximizing productivity; Response time for critical incidents: within [1 hour], to swiftly address urgent issues and minimize the impact on business operations; Resolution time for non-critical incidents: within [4 hours], to efficiently resolve less urgent issues and maintain system stability; Backup completion: daily, with 99% success rate, to guarantee the integrity and availability of critical data in the event of data loss or system failure.

IV. Responsibilities

A. Service Provider Responsibilities:

Nasfas Sop Agreement

Joint Contracts Tribunal for the Standard Form of Building Contract,JCT.

Nasfas Sop Agreement:
   Agreement NSC Joint Contracts Tribunal for the Standard Form of Building Contract,JCT.,1991

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