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Training & Coaching IT Programme & Project Managers

This is a **FREE** "Service Level Agreement (SLA)

Template" provide by PMadvice.

Website: www.PMadvice.co.uk

This is one appendix item taken from the PMadvice book

"PMadvice – Training & Coaching IT Programme & Project Managers"

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Buy Book: <http://www.trafford.com/07-2722>

We hope you find this template useful. The PMadvice book is your chance to get 20 years experience at your finger tips, you can purchase the book online from all major online book stores and the PMadvice Website.

More **FREE** guides and templates are available from
www.PMadvice.co.uk

**Appendix N – Service Level Agreement
Template**

**THE MUST HAVE BOOK
for IT Programme & Project Managers**

Author: Ian Tomkins, IT Programme Manager

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Appendix - N: Service Level Agreement – Template

These are the headings that you would expect to find in this type of document.

Training & Coaching IT Programme & Project Managers

First section/page: Title Page

- Project name
- Version number
- Date
- Author
- Owner/Sponsor

Second section/page: Document History

- Document location
- Other relevant documents
- Revision history
- Sign-off list
 - Name
 - Signature
 - Date
 - Version
- Distribution list
 - Name
 - Date
 - Version
- Owner/Sponsor

Third section/page: Project Overview

- Table of contents
- Document objective
- Overview
- Service Areas
 - Detail of Service
 - Service Level Required
 - Business Impact
 - Priority of Service

Note: For an explanation of each heading, purchase the PMadvice Book, which covers the entire project lifecycle, providing more valuable templates, guides, worked examples, management skills, troubleshooting and much more.

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