

SERVICE LEVEL AGREEMENTS  
Assessment of Your Company's Knowledge

Yes No

- 1. Our company's SLAs establish a quantifiable metric for evaluating the service provider's performance.
- 2. Our company's SLAs validate the service provider's performance is meeting our Company's expectations and requirements.
- 3. Our company's SLAs mitigate the risk of the service provider performing poor or erroneous service for our Company.
- 4. Our company understands that for an SLA to be *objective*, the measurement criteria should be clear, understandable and remain the same regardless of the circumstances. Both the service provider and our Company should be able to know whether the SLA was met. The perception of the measurement should be the same from each party's perspective.
- 5. Our company understands that for SLAs to be *measurable*, the SLAs should be focused on aspects of the performance that are capable of being quantified and evaluated in a meaningful manner. Measurable SLAs will give both parties an unambiguous understanding of the service provider's performance of key aspects of the services.
- 6. Our company understands that *repeatable* SLAs enable Your company to evaluate the service provider's performance over time, and allow your company to determine whether its long term goals are being achieved.
- 7. Our company understands that for SLAs to be *meaningful*, they should provide both our company and the service provider with useful information regarding the service provider's performance of the services.
- 8. Our company understands that SLAs should be *realistic*. Holding the service provider to an unreasonably high standard of performance will not only increase the price, but likely create tension in the relationship between our company and its service providers.

If you found yourself agreeing with these statements, your company already has a good foundation to build upon the service level agreements in place with your service providers. If you answered any of these questions "no", your company needs to work on these elements with your current and future service providers.