

Internal Service Level Agreement

Effective Date

Version

Service Provider

Service Recipient

Approved by

1. Purpose

This **Internal Service Level Agreement** ("**Agreement**") sets the service expectations, responsibilities, performance measures, and governance arrangements that apply to the services Provider delivers to Recipient.

The Parties intend this Agreement to support reliable internal operations, clear accountability, and timely resolution of service issues. It does not create rights for external customers, suppliers, or other third parties.

2. Scope of Services

Provider will deliver the following services to Recipient:

Service	Description	Service Owner	Recipient Contact

Services not listed in this Agreement are outside its scope unless the Parties approve them in writing.

3. Service Hours and Availability

Provider will make the Services available during the following hours:

Service	Standart Service Hours	Planned Maintenance Window	Target Availability

Provider may perform planned maintenance during the stated maintenance window. Provider will give Recipient at least business days’ notice of planned maintenance that is expected to materially affect a Service.

Availability does not include scheduled maintenance, Recipient-caused interruptions, events outside Provider’s reasonable control, or downtime resulting from third-party systems not managed by Provider.

4. Provider Responsibilities

Provider will deliver the Services with reasonable skill, care, and diligence. Provider will maintain appropriately qualified personnel, keep service documentation reasonably current, and communicate material service disruptions to Recipient.

Provider will monitor agreed service performance, investigate reported incidents, and take reasonable corrective action when performance falls below an agreed target.

Provider will identify any material dependency, capacity constraint, security issue, or operational risk that may affect delivery of the Services.

5. Recipient Responsibilities

Recipient will provide complete, accurate, and timely information needed for Provider to deliver the Services. Recipient will appoint a primary contact with authority to submit requests, receive service communications, and participate in service reviews.

Recipient will use the Services in accordance with applicable internal policies, security requirements, and approved procedures. Recipient will promptly report suspected incidents, errors, access issues, and service interruptions.

Recipient remains responsible for its own business decisions, approvals, records, and obligations that are not expressly assigned to Provider under this Agreement.

6. Service Requests

Recipient will submit service requests through . Each request must include enough information for Provider to assess, prioritize, and process it.

Provider will acknowledge and process service requests according to the following targets:

Request Type	Examples	Target Acknowledgement	Target Completion
Standard Request			
Priority Request			
Access Request			

Completion targets are estimates unless stated otherwise and may depend on Recipient cooperation, approvals, system availability, and third-party dependencies.

7. Incident Management and Support

An incident is an unplanned interruption to a Service or a reduction in Service quality. Provider will classify incidents based on business impact and urgency.

Priority	Description	Target Response	Target Resolution or Workaround
Critical	A Service outage or issue that materially disrupts essential business operations		
High	A major issue affecting a significant group of users or an important business process		
Medium	An issue with a limited business impact and an available workaround		
Low	A minor issue, question, or non-urgent request		

Provider will keep Recipient reasonably informed of the status of Critical and High incidents. Resolution targets may be adjusted where an incident depends on a third party, requires Recipient action, or involves a material technical or security risk.

7. Incident Management and Support

An incident is an unplanned interruption to a Service or a reduction in Service quality. Provider will classify incidents based on business impact and urgency.

Provider will keep Recipient reasonably informed of the status of Critical and High incidents. Resolution targets may be adjusted where an incident depends on a third party, requires Recipient action, or involves a material technical or security risk.

8. Performance Measurement

Provider will measure performance against the targets in this Agreement using .

The following measures apply:

Measure	Target	Measurement Method	Reporting Frequency
Service Availability			
Request Completion			
Incident Response			
Incident Resolution			
Customer Satisfaction			

Provider will provide Recipient with a service performance report every . The report will identify performance results, material incidents, outstanding risks, and agreed improvement actions.

9. Service Credits and Remedies

The Parties acknowledge that this is an internal operational agreement. Unless approved in writing by , a failure to meet a service target does not result in service credits, financial penalties, or automatic reimbursement.

Where performance falls materially below an agreed target, the Parties will meet promptly to identify the cause and agree on reasonable corrective actions.

10. Escalation

Recipient may escalate an unresolved service issue through the following contacts:

Escalation Level	Provider Contact	Recipient Contact	When to Escalate
Operational			
Management			
Executive			

The Parties will act in good faith to resolve escalated issues promptly and with regard to business impact, available resources, and operational risk.

11. Changes to Services

Either Party may request a change to the Services, service levels, service hours, or responsibilities by submitting a written change request to _____.

A requested change will not take effect unless approved by both Parties and documented in writing. Provider may decline or defer a change request where it would create an unacceptable operational, security, financial, or resource impact.

12. Information Security and Confidentiality

Each Party will protect confidential information received from the other Party and will use it only as needed to perform its responsibilities under this Agreement.

Each Party will comply with applicable internal security, privacy, records management, and acceptable-use policies. Provider may suspend or limit access to a Service where reasonably necessary to address a security threat, protect confidential information, or comply with an internal control requirement.

13. Business Continuity

Provider will maintain reasonable procedures to restore affected Services following a material disruption. Recipient will cooperate with Provider during business continuity, disaster recovery, or incident response activities that affect the Services.

Any recovery targets are as follows:

Service	Recovery Time Target	Recovery Point Target

14. Governance and Review

The Parties will review this Agreement every _____ and whenever there is a material change to business needs, Service scope, applicable policies, or technical dependencies.

The review may address performance results, recurring incidents, capacity needs, security concerns, proposed improvements, and required changes to this Agreement.

15. Term and Termination

This Agreement begins on the Effective Date and continues until terminated in accordance with this clause.

Either Party may terminate this Agreement for convenience by giving days' written notice to the other Party. Either Party may terminate this Agreement immediately if continued performance would create a material security, legal, compliance, or operational risk.

Upon termination, the Parties will cooperate to transition, discontinue, or replace the affected Services in an orderly manner. Recipient will return or securely dispose of Provider property and confidential information as required by applicable internal policies. Clauses concerning confidentiality, information security, records retention, and obligations intended to continue by their nature will remain in effect after termination.

16. Relationship to Internal Policies

This Agreement is subject to applicable internal policies, approved budgets, delegated authority limits, and organizational governance requirements. If this Agreement conflicts with a mandatory internal policy, the policy will control to the extent of the conflict.

Nothing in this Agreement creates an employment relationship, partnership, joint venture, agency relationship, or authority for either Party to bind the other Party to an external obligation.

17. Amendments

Any amendment to this Agreement must be in writing and approved by authorized representatives of both Parties. The current approved version replaces all prior versions relating to the same Services.

18. Approval and Signatures

By signing below, the authorized representatives confirm that they have reviewed and approved this Agreement on behalf of their respective internal teams.

Provider

Name

Date

Signature

Recipient

Name

Date

Signature



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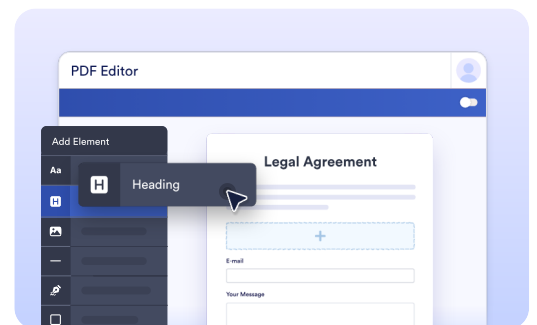
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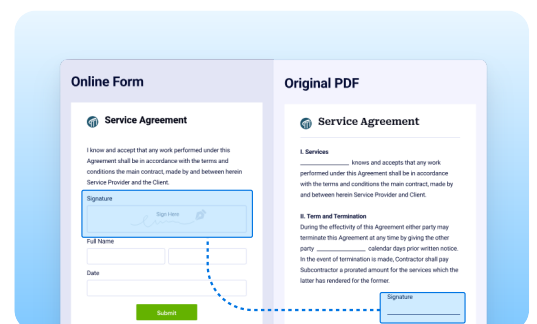
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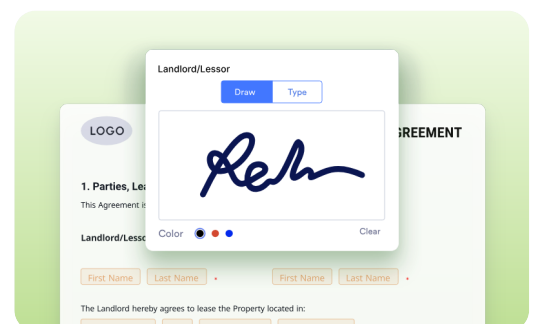
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