Operating Level Agreement (OLA) Template

About this template

This template provides a consistent format for all Operating Level Agreements (OLAs) between internal departments of ITS and a recognized IT customer requesting IT services(s). It addresses responsibilities and procedures for these internal departments, whose purpose is to provide IT services and support to the UCSC community. The objective of the OLA is to present a clear, concise and measurable description of the services provided.

The OLA template is maintained by ITSM. If you have suggested changes to the template, please contact name at phone #.

How to use this template

- Save this template under a new name before making any changes.

  To save the template under a new name

  1. On the **File** menu, click **Save As.** The **Save As** window opens.
  2. In the **Save in** box, select the location for the new file.
  3. Enter a new name in the **File name** box.
  4. Click **Save.**

- Use only the sections of this document relevant to the SLA being addressed. Delete any non-relevant sections.

- Delete any blue text during final revision. Blue text indicates instructional information.

- Replace pink text with appropriate relevant text. Pink text also indicates a cross-reference you may need to modify or delete. Reformat pink text to black.

- Do not revise red text. Reformat red text to black during final revision.

- Delete the template watermark.

  To delete the template watermark

  1. On the **View** menu, click **Header and Footer.** The **Header and Footer** toolbar opens.
  2. In the document, select the template watermark.
  3. Press **DELETE.**
  4. Click **Close** in the **Header and Footer** toolbar.

- Change the header to reflect the appropriate Service Provider.

  To change the header

  1. On the **View** menu, click **Header and Footer.** The **Header and Footer** toolbar opens.
  2. Select and delete the appropriate items from the header.
  3. In the **Header and Footer** toolbar, click **Close.**

- Generate a new table of contents after final edits are made.

  To generate a new table of contents

  1. Right-click in the Contents. A context-sensitive menu appears.
  2. Select **Update Field.** The **Update Table of Contents** window opens.
  3. Select **Update entire table.**
  4. Click **OK.** The Contents is updated.

- Select this instructional page and press **DELETE.**

Operational Level Agreement (OLA)
By
ITS Service Providers
For
[Service name]

Effective Date:

Document Owner:	

Version

Version	Date	Revision / Description	Author

Approval

Approver	Title	Approval Date

Agreement Termination

Approver	Title	Termination Date

Other Agreement Ref.:	

Table of Contents

0

1 General Overview

This document represents an Operational Level Agreement ("OLA") between the service providers to document the working relationships and response times for supporting [*service name from service catalog or elsewhere*] ("The Service"). This OLA shall remain valid until revised or terminated.

The **purpose** of this Operational Level Agreement ("OLA" or "Agreement") is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for service provision between ITS units.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

Include / revise Purpose, Goal and/or Objectives relative to the specific goals and/or services of the organization.
Tip: Complete other parts of this template and come back to this section for specific goals and objectives.

2 Parties Responsible

2.1 Stakeholders
List all relevant contact persons, for example:
The following Service Provider(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this OLA:

Stakeholder	Title / Role	* Contact Information
[Stakeholder 1]	*[Title / Role]*	*[Contact Information]*
[Stakeholder 2]	*[Title / Role]*	*[Contact Information]*

*NOTE: Availability is defined in Section 4, Hours of Coverage, Response Time & Escalations.
Phone numbers are not to be used during off-working hours unless specified in this section.

3 Service and Charges

3.1 Scope
Place the technical description of the service here.

3.2 Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include: *List Customer responsibilities and requirements.*

3.2.1 General
- Adherence to any related policies, processes and procedures outlined in *xxx*
- Advanced scheduling of all service related requests and other special services with the Service Provider.
- Payment for all service-related setup and/or configuration costs prior to service provision.

- Review related service hours logged by Service Provider for accuracy.
- Review all service related reports distributed by the Service Provider.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

3.2.2 *Standard Hours of System Operation (If applicable)*

3.2.3 *Minimum System Stability Objectives (if applicable)*

3.2.4 *Charges (if applicable)*

3.3   Assumptions
- Services are clearly documented in the service catalog.
- Major upgrades treated as a project outside the scope of this Agreement.
- Funding for major updates will be negotiated on a service-by-service basis.
- Changes to services will be communicated and documented to all stakeholders via XXX.

4   Service Provider Requirements (Roles and Responsibilities)

List Service Provider responsibilities; these can be categorized by department, application or specific to service parameters.

Service Provider 1 responsibilities and/or requirements in support of this Agreement include:
Service Provider 1 agrees to:
- Meet response times associated with the priority assigned to incidents and service requests.
- Generating quarterly reports on service levels for Customer.
- Training required staff on appropriate service support tools.
- Logging all Provider resource hours associated with services provided for review by the Customer, if applicable.
- Appropriate notification to Customer for all scheduled maintenance via the Maintenance Calendar, Service Catalog web page and/or a communication to campus via Lisa Bono.
- Facilitation of all service support activities involving incident, problem, change, release and configuration management.
- Xx will perform blah
- Xx will perform blah

Service Provider 2 responsibilities and/or requirements in support of this Agreement include:
Service Provider 2 agrees to:
- Meet response times associated with the priority assigned to incidents and service requests.
- Generating quarterly reports on service levels for Customer.
- Training required staff on appropriate service support tools.
- Logging all Provider resource hours associated with services provided for review by the Customer, if applicable.
- Appropriate notification to Customer for all scheduled maintenance via the Maintenance Calendar, Service Catalog web page and/or a communication to campus via Lisa Bono.
- Facilitation of all service support activities involving incident, problem, change, release and configuration management.
- Xx will perform blah
- Xx will perform blah

Service Provider 3 responsibilities and/or requirements in support of this Agreement include:
Service Provider 3 agrees to:
- Meet response times associated with the priority assigned to incidents and service requests.
- Generating quarterly reports on service levels for Customer.
- Training required staff on appropriate service support tools.

- Logging all Provider resource hours associated with services provided for review by the Customer, if applicable.
- Appropriate notification to Customer for all scheduled maintenance via the Maintenance Calendar, Service Catalog web page and/or a communication to campus via Lisa Bono.
- Facilitation of all service support activities involving incident, problem, change, release and configuration management.
- Xx will perform blah
- Xx will perform blah

5   Hours of Coverage, Response Times & Escalation

This section validates the supported processes to manage service delivery. Exceptions are also documented.

5.1   Work Requests (if applicable)

Describe work requests related to this service. Application upgrades, OS Patches, architecture changes, etc.

5.2   Service Request

Clear and unambiguous definitions of how long it will take the parties to respond. For example, if the OLA is between the Service Desk and the mainframe group, this section might include the definition of initial response to inquiry; time to review and evaluate; time to perform diagnostics; etc. These times must align with the escalation times as well.

In support of service outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

Outline how to request the service and expected response and deliver times. Outline working durations and customer/client interactions. This is not the service level but is key performance indicators (KPIs) that are monitored and reported on. Internal KPIs may or may not be translated into the metrics used for the SLA. The SLA will state the outer bounds of the service delivery timeframe and service related metrics.

5.3   Incident Management

Normal Incident Processing

Service Providers supporting this service will prioritize incoming service incidents as normal priority unless the service incident fits one or more of the criteria listed in Subsection Major Incident Handling section.

Service Provider	Service Hours and Conditions	Backup Contacted under what conditions	Response Time
Service Provider 1			
Service Provider 2			

Major Incident Handling

This is a placeholder for the nearly ready major incident handling process. This section will be updated once the process is "blessed".

Service Providers supporting this service will prioritize incoming incident requests as "high" priority if it meets any one of the following criteria:

- ▪ Significant number of people affected.
  - ○ Organizational structure is a multiplier for number of people affected.
- ▪ Percentage of total tasks that can no longer be performed by individuals.
- ▪ Academic and Administrative Calendar deadlines.
- ▪ Significant impact on the delivery of instruction.
- ▪ Significant or lasting impact on student academic performance.
- ▪ Significant risk to law, rule, or policy compliance.

It will be necessary to escalate this service to a high priority under these circumstances:
Situation 1 (these can be spelled out here in list form or in the table only)
Situation 2

Service Provider	Service Hours and Conditions	Backup Contacted under what conditions	Escalation Rules	Response Time
Service Provider 1			*Situation 1*	
Service Provider 2			*Situation 2*	

5.4 Problem Management
This section is a placeholder for the problem management process.

5.5 Service Maintenance/Change Management
All services and/or related components require regularly scheduled maintenance ("Maintenance Window") in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction for the following locations and timeframes:

Location(s): [Location(s)]
Timeframe(s): [Timeframe(s)] e.g.: 2:00 a.m., Sundays, U.S. Eastern time

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Begin							
End							

Add additional locations and timeframes as required. For example, adding tables for standard maintenance or major upgrades/changes.

5.6 Service Exceptions
Any deviations from current policies, processes and standards are noted by the following Service Exceptions: *(Insert any special exceptions related to coverage times and dates)*

Exception	Parameters	Coverage
Federal Holidays	*N/A*	*No coverage*
Fiscal Year Close	*Last business day in May*	*Additional coverage, 8:00 a.m. to 5:00 p.m. U.S. Eastern time*
Emergency service coverage	*Critical business need*	*Customer may request support by contacting the Help Desk during from 8am-5pm or xx from 5pm-8am*

6   Reporting, Reviewing and Auditing

Any agreement requires oversight and reporting, and no agreement runs forever. This section clearly defines the duration of the OLA, when and under what conditions to review the OLA, and when, what and to whom to report. Also included in this section should be how Key Performance Indicators (KPIs) are reported on so that the OLA owner can track performance and if required take action before breaches occur.

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Date of Termination**. The Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Designated Review Owner** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

> **Designated Review Owner:** *[Document Owner]*
> **Review Period:** *[Review Period]* e.g. "Annually" or "Quarterly"
> **Previous Review Date:** *[Last or Previous Review Date]*
> **Next Review Date:** *[Next Review Date]*

KPIs for this service are listed through out Section 5. Reporting on KPIs will take place *(daily, monthly, quarterly)* and made accessible internally at *location*.

This Agreement will be posted to the following location and will be made accessible to all stakeholders:

> **Document Location:** *[OLA Directory and/or Location]*