Standard Operating Procedure (SOP)
Service Level Agreement (SLA) Management

This SOP defines the processes for effective **Service Level Agreement (SLA) Management**, including SLA creation, monitoring, performance measurement, issue escalation, and regular review. The goal is to ensure that service commitments between providers and clients are clearly documented, consistently met, and continuously improved to maintain high customer satisfaction and operational efficiency.

1. Purpose

To establish standardized procedures for managing SLAs, ensuring clarity of service expectations, compliance, accountability, and continuous improvement in service delivery.

2. Scope

This SOP applies to all employees involved in drafting, monitoring, or managing SLAs within the organization and with external clients or providers.

3. Responsibilities

Role	Responsibility
SLA Manager/Owner	Oversees SLA lifecycle, monitors performance, and coordinates reviews.
Service Provider	Delivers services according to SLA terms and provides performance data.
Client/Customer	Communicates requirements and provides feedback on service performance.
Escalation Point	Acts as the contact for unresolved or escalated issues.

4. Definitions

- **SLA (Service Level Agreement):** A contract defining the expected level of service between a provider and a client.
- **KPI (Key Performance Indicator):** Quantitative measures used to gauge service performance.
- **Escalation:** Process of raising issues that cannot be resolved at the initial contact level.

5. Procedure

1. **SLA Creation & Initiation**
   - Identify services requiring an SLA.
   - Collect requirements from relevant stakeholders.
   - Define measurable KPIs, targets, and reporting intervals.
   - Draft SLA document, review with stakeholders, and obtain formal sign-off.
   - Store the signed SLA in the centralized repository.
2. **Monitoring & Performance Measurement**
   - Track service delivery against defined KPIs and targets.
   - Utilize performance dashboards and automated reports if available.
   - Document any deviations or incidents impacting service quality.
3. **Reporting**
   - Compile periodic reports (monthly/quarterly) summarizing SLA performance.
   - Share reports with relevant stakeholders.
   - Highlight any areas not meeting agreed service levels.
4. **Issue Management & Escalation**
   - Log issues or breaches immediately upon identification.
   - Follow predefined escalation paths as detailed in the SLA document.
   - Track resolution activities and document outcomes.
5. **Review & Continuous Improvement**
   - Schedule regular SLA reviews (at least annually).
   - Update SLA terms based on performance data, feedback, or business changes.
   - Document any agreed changes and obtain updated sign-off.

6. Records & Documentation

- Signed SLA documents
- Performance reports and dashboards
- Issue and escalation logs
- Review meeting minutes and revised SLAs

7. References

- SLA Template Document
- Escalation Matrix
- KPI Definitions and Measurement Guide

8. Revision History

Version	Date	Description	Author
1.0	2024-06-07	Initial creation	[Your Name / Team]