Standard Operating Procedure (SOP)

Service Level Agreement (SLA) Monitoring and Compliance

This SOP details the process for **service level agreement (SLA) monitoring and compliance**, including the establishment of SLA parameters, continuous performance tracking, regular reporting, issue identification and resolution, escalation procedures, and compliance measurement. The objective is to ensure consistent service delivery, maintain client satisfaction, and uphold contractual obligations through proactive monitoring and effective management of SLA commitments.

1. Purpose

To define the standard procedures for monitoring, reporting, and ensuring compliance with SLAs as established with our clients and partners.

2. Scope

This SOP applies to all services under contract which include SLA requirements, involving all respective operational, account management, and technical teams.

3. Responsibilities

- **SLA Manager:** Oversees SLA compliance, reporting, and escalations.
- **Service Delivery Team:** Monitors and logs service performance against SLA parameters.
- **Account Manager:** Communicates performance results to clients and coordinates issue resolution.
- **Support Team:** Investigates and resolves operational breaches.

4. Definitions

- **SLA:** Service Level Agreement – a contractually agreed set of service performance standards.
- **Breach:** Non-fulfillment of the agreed SLA metrics/thresholds.

5. Procedure

1. **Establishment of SLA Parameters**
   - Review and document all agreed service metrics and targets per client contract.
   - Set up monitoring tools and processes to measure each SLA parameter.
2. **Continuous Performance Tracking**
   - Utilize automated or manual tools to record service performance data in real time or at predefined intervals.
   - Store data securely for auditing purposes.
3. **Regular Reporting**
   - Generate and review SLA performance reports (weekly/monthly/as per contract).
   - Distribute reports to stakeholders and clients as agreed.
4. **Issue Identification and Resolution**
   - Flag deviations/breaches promptly upon discovery.
   - Investigate root causes, document findings, and initiate corrective action.
   - Log all incidents and resolutions in the issue tracking system.
5. **Escalation Procedures**
   - If unresolved issues persist, escalate according to the escalation matrix below.

Level	Escalation Point	Timeframe	Action
1	Team Lead	Within 4 hours of breach	Initial review and action
2	SLA Manager	Within 8 hours of breach	Root cause investigation and client notification
3	Executive Management	Within 24 hours of breach	Strategic intervention and contractual review

6. **Compliance Measurement**
   - Assess overall compliance (%) at regular intervals.
   - Summarize trends and areas of improvement in management reviews.
   - Implement action plans for persistent shortfalls.

6. Documentation & Records

- SLA contracts and change logs
- Performance monitoring logs
- SLA performance reports
- Incident and resolution records
- Escalation and corrective action reports

7. Review & Revision

This SOP will be reviewed annually or upon significant change in client contracts or service structure. All amendments must be approved by Executive Management.

8. References

- Client SLA contracts
- Company Service Management Policy
- ISO/IEC 20000 and ITIL Guidelines (if applicable)