

Service Level Agreement – EXAMPLE TEMPLATE

Please update the details highlighted in yellow.

Between: Government Information & Referral Centre (GIRC) and <eg: Ministry of Defence, National Security and Immigration>
 Name of Service(s): <eg: (1) Application for New Passports, (2) Application for Passport Replacements>
 Effective: <July 1, 2009>

Performance Indicators	Targets / standards	Measurement	Remarks
GIRC (Implementation Support)			
Problems Resolution Turnaround Achievement	>= 95%	% of Problems meeting Agreed Resolution Turnaround Time	<p>The problem resolution turnaround should:</p> <p>Severity 1 – Critical: Until Fixed</p> <p>Severity 2 – Serious: Resolved within 1 working day</p> <p>Severity 3 – Important: Resolved within 2 working days</p> <p>Severity 4 – Normal: Resolved within 5 working days</p> <p>Severity 5 – Other: Resolved within 5 working days</p> <p>For special cases which cannot meet above turnaround time due to the complexity, the turnaround times should be based on an agreement between the Ministry and the customer.</p>

Performance Indicators	Targets / standards	Measurement	Remarks
Service Requests Turnaround Achievement	>= 95%	% of Service Requests meeting Agreed Turnaround Time	Mutually agreed upon request confirmation.
Query Turnaround Achievement	=100%	% of Service Requests meeting Agreed Turnaround Time	Severity 1 – Critical: Response query within 1 hour Severity 2 – Serious: Response query within 2 hours Severity 3 – Important: Response query within 3 hours Severity 4 – Normal: Response query within 3 hours Severity 5 – Other: Response query within 3 hours