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SLA Template

1. ***SLA SUMMARY***

**1A. TASK AREA:**

**1B. PERFORMANCE CATEGORY:**

**1C. SLA #:**

**1D. SLA NAME:**

1. ***SLA OVERVIEW***

**2A. SLA DESCRIPTION:**

* AVAILABILITY: Measures proportion of time during the Measurement Interval when DESCRIPTION OF SERVICE AVAILABILITY
* PERFORMANCE: Measures the performance and response time of the system in executing SYSTEM PROCESS.
* RESPONSIVENESS: Measures the efficiency and timeliness of execution of a HUMAN PROCESS

**2B. RATIONALE:**

* AVAILABILITY: Incentivizes the Service Provider to resource the SYSTEM service with sufficient qualified SYSTEM operations and maintenance personnel and execute efficient processes to achieve required Service availability.
* PERFORMANCE: Incentivizes the Service Provider to resource the SYSTEM service with sufficient qualified SYSTEM operations and maintenance personnel and execute efficient processes to meet acceptable mission performance standards for SYSTEM.
* RESPONSIVENESS: Incentivizes the Service Provider to staff the SYSTEM service with sufficient qualified SYSTEM operations and maintenance personnel to meet minimum responsiveness requirements for SYSTEM.

**2C. PERFORMANCE WORK STATEMENT REFERENCE:**

* IDIQ Performance Work Statement, Section X

**2D. PERFORMANCE PERIOD** :

* This SLA is in effect on a continuous basis 24 hours per day, 7 days per week without interruption throughout the Task Order period of performance.

1. ***SLA MEASUREMENT***

**3A. MEASUREMENT INTERVAL:** The Measurement Interval is one (1) month

**3B. MEASUREMENT PERIOD:**

* 24x7x365: The Measurement Period begins at 00:01 on the first day of the month and ends at 24:00 on the last day of the month
* 24x7x365 WITH LAG: The Measurement Period begins at 00:01 on the first day of the month and ends at 00:01 PLUS BUSINESS HOUR LAG on the FIRST BUSINESS DAY of the following month.
* BUSINESS HOURS: The Measurement Period begins at 07:00 ET on the first business day of the month and ends at 18:00 ET on the last business day of the month.
* BUSINESS HOURS WITH X BUSINESS HOUR LAG: The Measurement Period begins at 07:00 ET on the first business day of the month and ends at 07:00 PLUS BUSINESS HOUR LAG on the FIRST BUSINESS DAY of the following month.

**3C. SOURCE OF MEASUREMENT DATA:**

* TYPE A: The source of measurement data is SYSTEM
* TYPE B: The source of measurement data is SYSTEM; or The source of measurement data will be established by mutual consent of the Contractor and the Government

**3D. METHOD OF MEASUREMENT:**

* AVAILABILITY, PERFORMANCE: SLA attainment is measured by:

1. Executing THE TEST ACTIVITY CONDUCTED

2. Applying the SUCCESS CRITERIA DEFINITION to all instances

3. Recording each ACTIVITY as a “Successful INSTANCE” or “Unsuccessful INSTANCE”

4. Counting the number of Successful INSTANCES and Unsuccessful INSTANCE

* RESPONSIVENESS:SLA attainment is measured by:

1. Querying the Remedy ticketing system to identify all tickets opened during the Measurement Interval for the purpose of RESPONSIVENESS ACTIVITY;

2. Counting number of tickets where the period between opening of the ticket and ticket closure was equal to or less than the TIME CONSTRAINT (X hours or minutes) - (“Successful Instance”);

3. Counting number of tickets where the period between opening of the ticket and ticket closure was greater than the TIME CONSTRAINT (X hours or minutes) (“Unsuccessful Instance”).

**3E. TIMING OF MEASUREMENT:**

* AVAILABILITY, PERFORMANCE: This SLA is measured continuously throughout the Measurement Interval.
* RESPONSIVENESS: This SLA is measured after the end of the Measurement Period.

**3F. METHOD OF GOVERNMENT SURVEILLANCE:**

* Subject to random or planned audit by the Government or its third party designee

**3G. ASSUMPTIONS/ CONDITIONS:**

* ALL:

1. Assumes the hardware, software, and monitoring tools are provided by the Government as Government-furnished Equipment (GFE)

* AVAILABILITY:

1. The TEST interval is X minutes
2. XXX

* PERFORMANCE:

1. The TEST interval is X minutes
2. XXX

* RESPONSIVENESS:

1. The Remedy ticketing system will execute a timestamp at STARTING EVENT IN THE PROCESS
2. The Remedy ticketing system will execute a timestamp at COMPLETION EVENT IN THE PROCESS

**3H. EXCEPTIONS:**

* AVAILABILITY, PERFORMANCE:

1. Downtime due to a network outage or network performance degradation outside the AKO/DKO NIPR and SIPR enclaves and outside the control of the Contractor is excluded from the calculation
2. Instances scheduled to occur during the following periods are excluded from the Numerator and Denominator for calculation purposes:

a. Downtime approved by the Government

b. Downtime due to events outside Contractor control and approved as such by the Government

c. Failure of Monitoring Tools

* RESPONSIVENESS:

1. XX

2. XX

1. ***SLA CALCULATION***

**4A. CALCULATION:** (NUMERATOR) Number of Successful Instances during Measurement Interval ÷ (DENOMINATOR) Total number of Instances during Measurement Interval = (RESULT) Service Level (%) Attained

**4B. INSTANCE:** SPECIFIC TO THE SLA

**4C. NUMERATOR:** Number of successful INSTANCES during Measurement Interval

**4D. DENOMINATOR:** Total number of INSTANCEA during Measurement Interval

**4E. SUCCESS CRITERIA:** A successful INSTANCE is SUCCESS CRITERIA DEFINITION (REFERENCE TIME CONSTRAINT, IF APPROPRIATE)

**4F. DEFINITIONS**

1. XX

2. XX

3. XX

1. ***SERVICE LEVEL OBJECTIVE (TYPE A) –PREVIOUSLY MONITORED AND MEASURED***

**5A. HOLD HARMLESS PERIOD:**

1. The Contractor is responsible for SLA attainment upon Assumption of Responsibility (AOR)
2. No “Hold Harmless Period” in any Task Order

**5B. TARGET SERVICE LEVEL OBJECTIVE:** 99.99%

**5C. SERVICE LEVEL TIME CONSTRAINT:** SPECIFIC days, hours, minutes, seconds, or milliseconds

**5D. TARGET SERVICE LEVEL OBJECTIVE TIMEFRAME:**

1. The Target Service Level Objective in cell is effective as of Task Order 001 Assumption of Responsibility (AOR)
2. The Target Service Level Objective in cell 5B is then effective for all future Task Orders 002 and beyond
3. The Minimum Performance Threshold for Award Fee in cell 5E is effective as of Task Order 001 Assumption of Responsibility (AOR)

**5E. MINIMUM PERFORMANCE THRESHOLD FOR AWARD FEE:** 99.9%

***SERVICE LEVEL OBJECTIVE (TYPE B) –NOT PREVIOUSLY MONITORED AND MEASURED***

**5A. HOLD HARMLESS PERIOD:**

1. “Hold Harmless Period” from Task Order 001 Notice to Proceed through the end of Task Order 001
2. No “Hold Harmless Period” in Task Order 002 or beyond
3. The Contractor shall measure and document performance against this SLA during Task Order 001 to establish a baseline for future performance monitoring

**5B. TARGET SERVICE LEVEL OBJECTIVE:** 99.99%

**5C. SERVICE LEVEL TIME CONSTRAINT:** SPECIFIC days, hours, minutes, seconds, or milliseconds

**5D. TARGET SERVICE LEVEL OBJECTIVE TIMEFRAME:**

1. The Target Service Level Objective in cell 5B is effective as of Task Order 002 Notice to Proceed (NTP) and beyond
2. The Minimum Performance Threshold for Award Fee in cell 5E is effective as of Task Order 002 Notice to Proceed (NTP)

**5E. MINIMUM PERFORMANCE THRESHOLD FOR AWARD FEE:** 99.9%

1. ***SLA ADMINISTRATION***

**6A. SERVICE LEVEL INCENTIVE POINTS (SLIP):**

1. Ten (10) SLIP
2. SLIP are applicable to both (a) Award Fee eligibility and (b) Award Fee calculation

**6B. REPORTING FREQUENCY:**

1. Reporting to commence at Task Order 001 Assumption of Responsibility (AOR) and continue throughout all future Task Orders
2. Daily reporting of results from:

a. Prior day

b. Prior week ending yesterday

c. Prior month ending yesterday

d. Prior quarter ending yesterday

e. Prior year ending yesterday

1. Monthly reporting of SLA attainment and root cause of SLA failures at the Monthly Status Meeting

**6C. NOTES AND COMMENTS:** As needed

NOTE: This template was designed based on best practices and information to support CMS governance and IT processes. Use of this template is not mandatory, rather programs are encouraged to adapt this template to their needs by adding or removing sections as appropriate. Programs are also encouraged to leverage these templates as the basis for web-based system development artifacts.