

Title: **Service Level Agreement (SLA) Worksheet**

Date:

Service Requirement	Description	Availability	Metric
Example: Answer Phone Calls in <= 20 seconds.	All phone calls will be answered either automatically through an answering system or IVR or interactively by a call support specialist within 3 rings of the call start.	Mon – Fri 8:00am-8:00pm EST/EDT	ICST phone system tracks call metrics. Monthly reports will be generated and evaluated for compliance.