

# INTERNAL SERVICE LEVEL AGREEMENT

Department: \_\_\_\_\_

Reference No.: \_\_\_\_\_

## Parties to the Agreement:

Service Provider Name: \_\_\_\_\_

Service Recipient Name: \_\_\_\_\_

## Scope of Services:

The Service Provider agrees to deliver the services specified in this Agreement to the Service Recipient under the terms and conditions set forth herein. The services shall meet the performance standards and service levels detailed in this document and all attachments.

## Service Performance Levels:

The Service Provider shall maintain service levels in accordance with the following key performance indicators (KPIs):  
- Availability: Minimum 99.5% uptime measured monthly. - Incident Response Time: Critical incidents responded to within 30 minutes. - Resolution Time: Critical incidents resolved within 4 hours. - Scheduled Maintenance: All planned downtime shall be communicated at least 48 hours in advance.

## Service Monitoring and Reporting:

The Service Provider shall implement appropriate monitoring tools and processes to measure service levels and performance against this Agreement. Monthly reports shall be provided to the Service Recipient summarising service performance, incidents, and resolutions.

## Incident Management:

All incidents affecting service delivery shall be logged and managed according to the agreed incident management process. Critical incidents require immediate notification to the Service Recipient and continual updates until resolution.

## Change Management:

Any changes to the services or infrastructure impacting the Agreement must follow the documented change management procedures, including prior approval where applicable, and communication to affected stakeholders.

## Responsibilities of the Parties:

Service Provider Responsibilities: - Deliver services in accordance with this Agreement. - Maintain qualified staff and resources. - Notify Service Recipient of any issues affecting service delivery. Service Recipient Responsibilities: - Provide timely access and information as required. - Report incidents according to agreed processes. - Comply with usage policies and procedures.

## Service Fees and Payment Terms:

Fees: \_\_\_\_\_

Payment Terms: \_\_\_\_\_

## Confidentiality:

Both parties agree to maintain the confidentiality of all information exchanged in connection with this Agreement and not to disclose such information to any third party except as required by law or with prior written consent.

**Term and Termination:**

This Agreement shall continue until terminated by either party providing at least thirty (30) days written notice. Termination for cause may occur immediately upon material breach if such breach is not remedied within a reasonable period after notice.

**Liability and Indemnity:**

Neither party shall be liable for any indirect, incidental, special, or consequential damages arising out of or related to this Agreement. Each party shall indemnify the other against claims resulting from its negligence or willful misconduct.

**Force Majeure:**

Neither party shall be liable for any failure or delay in performance due to circumstances beyond its reasonable control, including but not limited to acts of God, war, terrorism, civil unrest, pandemics, natural disasters, or governmental actions.

**Dispute Resolution:**

In the event of any dispute arising out of or in connection with this Agreement, the parties shall seek to resolve the matter amicably through good faith negotiations. If unresolved, disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

**Governing Law:**

This Agreement shall be governed by and construed in accordance with the laws of England and Wales without regard to conflict of law principles.

**Entire Agreement and Amendments:**

This Agreement constitutes the entire understanding between the parties with respect to its subject matter and supersedes all prior agreements. Any amendment must be in writing signed by authorised representatives of both parties.

**Severability:**

If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

**SERVICE PROVIDER AUTHORISED SIGNATORY    SERVICE RECIPIENT AUTHORISED SIGNATORY**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

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