

<b>Office of the Chief Information Officer Directive: IT 6.04</b> Chapter: Computing Operations and Support Subject: <b>Service Levels</b>	Published: 02/2020 Last Review: 01/2022
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**1 DIRECTIVE**

1.01 An IT Service Agreement (SA) must be implemented in collaboration with end-users and reviewed annually to reflect changing user needs and IT deliverables.

**2 PURPOSE**

2.01 The purpose of this Directive is to ensure that:

- (a) There are defined and documented IT services, service times and user-agreed metrics for objective evaluation of the services provided.
- (b) The Information Technology Service Delivery Organization (IT SDO) apply appropriate focus on problem areas with declining service level measurements.
- (c) User expectations are set for IT system availability, performance and problem handling.

**3 SCOPE**

3.01 This directive applies to the IT SDOs.

**4 RESPONSIBILITY**

4.01 The IT SDO is responsible to work with end-users to produce an IT Service Agreement

4.02 The IT SDO is responsible to monitor and report on the attained service levels as documented in the Service Agreement.

4.03 The IT SDO is responsible to take appropriate action to attain and maintain desired service levels, striving for user satisfaction with the services provided.

**5 DEFINITIONS**

5.01 “**Service Agreement**” (SA) means a formal agreement between the IT SDO and the IT customer (in this case, an internal customer within the enterprise). The Service Agreement defines services to be provided, the level of service agreed to between the parties, along with consequences that result if the level is not achieved.

**6 RELATED DIRECTIVES**

- OCIO IT 5.03 – Management of Third-Party Services
- OCIO IT 6.03 – System Availability